HSIN | Homeland Security Information Network

2016 ANNUAL REPORT

Delivering Mission Success

A Message from the
HSIN Executive Steering Committee

Michael Potts
Former Deputy Under Secretary, Intelligence & Analysis Co-Chair, HSIN Executive Steering Committee

Frank DiFalco
Deputy Director, DHS Operations and Planning Co-Chair, HSIN Executive Steering Committee

To Our Homeland Security Partners,

Trusted information sharing and collaboration are fundamental components of the homeland security mission to safeguard the American people. In fiscal year 2016, the HSIN Program grew with new partners and tools, and strengthened relationships among homeland security partners who rely on secure intelligence and information sharing to do their jobs. HSIN capabilities are relied on for daily operations, major national and international events, disaster planning and response, public safety and incident management. As co-chairs for the HSIN Executive Steering Committee, we would like to thank you for your support as we continue to grow.

A large part of the HSIN Program's growth was due to enhanced partnerships and increased operational users across all sectors. New partnerships with the Terrorist Screening Center and the National Network of Fusion Centers resulted in increased information security and access to real-time information and data analysis through HSIN Exchange. This year, HSIN also supported international planning and event security across the U.S.–Mexico border, and supported five National Special Security Events with multiple federal agency partners. In state and local operations, HSIN made it possible for regional and community partners to securely share vital information, effectively collaborate, and easily access the DHS Common Operating Picture. HSIN also provided interoperable information sharing capabilities for private sector partners, as well as for planned events involving elected officials and public figures, resulting in enhanced real-time information sharing.

This year over 16,000 new users joined HSIN, expanding collaboration opportunities among federal, state, local, tribal, territorial, international and private sector partners. As a user-driven program, HSIN delivered enhanced training, both on-line and in person, streamlined the user experience, promoted best practices and piloted new tools to expand capabilities and access to all HSIN users. In the future, the HSIN Program will continue to add more users, implement enhanced capabilities, and introduce technology improvements with a move to the secure cloud.

We trust and rely on HSIN as the information sharing solution that makes real-time collaboration possible. This year's annual report focuses on the growth of HSIN as a program and valued partner in the defense of homeland security. We look forward to sharing this report with you.

Thank you,

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Executive Summary

The Department of Homeland Security (DHS) has a vital mission—keeping Americans safe—which means protecting our borders, our people and our nation. Information sharing is the centerpiece to this vital mission and the Homeland Security Information Network (HSIN) is integral to homeland security partners' ability to meet their operational needs.

In 2006, the Secretary of Homeland Security designated HSIN as the primary system for operational information sharing and collaboration for DHS and its partners. Ten years later, HSIN remains the secure, trusted, nationwide network for sharing sensitive but unclassified (SBU) information in real-time.

With 24/7 access, HSIN users from federal, state, local, tribal, territorial, international and private sectors share information from any place—anytime. Real-time collaboration builds a common operating picture, informing decision making that supports daily operations, planned events and exercises, and incident management. HSIN meets the need for effective collaboration among users who are separated by large geographic regions, time zones, or local operating procedures and offers a secure and trusted network that brings homeland security partners together to meet the mission of homeland security.

In fiscal year (FY) 2016, new HSIN registered users increased by nearly 32 percent, to over 69,000 users. HSIN continuously developed new tools, provided training and offered operational expertise to users who relied on the program to do their jobs effectively. The HSIN Program is committed to operational excellence and fiscal responsibility, maximizing efficiency across the homeland security information sharing environment to ensure resources are most effectively applied to national security efforts.

This year's report provides a detailed analysis of the integral role HSIN plays as part of today's homeland security mission. The HSIN Program's FY 2016 accomplishments include:

- Improving how the National Network of Fusion Centers share, process, and track requests for information

- Implementing more operationally focused training materials designed for different types of learners

- Continually enriching program strategy to meet user needs

- Enhancing tools and features focused on improving the user experience

- Developed strategic partnerships based on the Focused Mission Growth strategy

- Strengthened efforts to promote privacy and maintain governance by helping users understand their role and enforcing privacy compliance

The HSIN Program is the cost-effective solution that streamlines work for the homeland security mission and helps users meet the need to share real-time information. Built on security, trust and flexibility, HSIN leverages technology to provide access to the best tools and help partners identify ways of improving how they can more efficiently operate on a daily basis so that they are ready for incidents when they occur.

FY 2016 ushered in specific function enhancements designed for an improved user experience. Some of the key functionality changes include:

- Simplified access to HSIN by providing Personal Identity Verification (PIV) access for DHS users and single sign-on with federated partners

- Development and update of adaptable tools specific to user needs to rapidly collaborate and share mission critical information

- Effectively planned and validated a proof of concept for the FY 2017 move to a secure cloud environment

- Validated a proof of concept for a reporting tool that provides users functionality to instantly see metrics

As part of the continued Program Maturity goal, the HSIN Program delivered more online training options, hands-on event management, reinforced adherence to governance and supported privacy through education and enforcement. In FY 2016, HSIN also expanded efforts to ensure all users get the most out of working with the program. These include:

- Improved processes to increase responsiveness and anticipate needs

- Increased focus on Continuous Delivery to allow for more immediate user feedback and the ability to make tools available faster

- Strengthened program coordination to better assess performance and plan for strategic growth

HSIN has grown to be a reliable solution for its users and continues to demonstrate its ability to effectively manage growth. Over the past 10 years, the program evolved and continuously improved functionality, security and the ease with which information can be shared. The HSIN Program prides itself on being user-driven and mission-focused. Governance and technology combine to create a network of trust for all users who leverage the system to fulfill their homeland security missions. The work accomplished in FY 2016 is a direct result of a multi-year Focused Mission Growth strategy aimed to provide HSIN users with the tools they need to do their jobs. HSIN is integral to keeping our nation safe and serves as the front door to information sharing across the homeland security enterprise.

" DHS increased collaboration with more than 8,900 law enforcement and criminal justice agencies across the nation by using the Homeland Security Information Network (HSIN), the trusted network for sharing sensitive but unclassified information for homeland security mission operations.

DHS OCIO
2016 Annual Report

32%
increase in daily unique log-ins

1,850+ users log in to HSIN each day to support operational requirements, accessing real-time information and communities for information sharing

32%
increase in users

16,716 new registered users joined HSIN in FY 2016 to access mission-critical resources, resulting in a user base of over 69,000 registered users

50%
increase in planned events supported

HSIN Mission Advocates logged over 10,000 activities from December 1, 2015 through November 30, 2016, doubling the amount of daily operations, planned event and exercises and incident response and management events

99%
resolution of total open service requests

The HSIN Help Desk closed 99 percent service requests, reducing user down time

These values will be revisited in the FY 2017 report to demonstrate lifetime achievements of the HSIN Program.
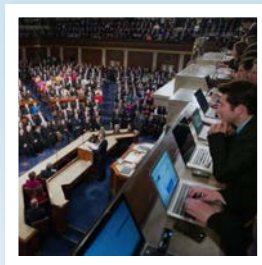
FY 2016 HSIN Engagements

Color Key:
- ⬛ (orange) Daily Operations & Exercises
- ⬛ (blue) Planned Events
- ⬛ (green) Incident Support
- 📅 Supported multiple consecutive years

october

november

LEEP Federation

HSIN Exchange Pilot

december

Louder than Life Music Festival

Bank of America® Chicago Marathon 📅

january

State of the Union
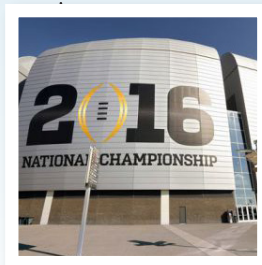
NCAA® College Football Playoff National Championship 📅
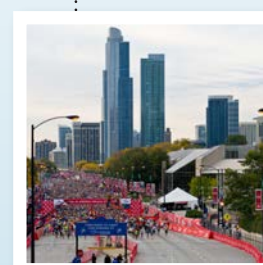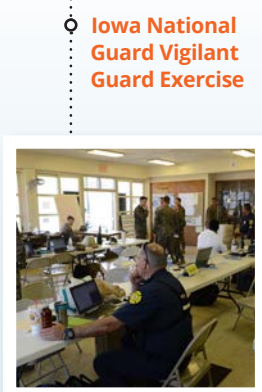
Iowa National Guard Vigilant Guard Exercise

USCG Honolulu Sector Rescue Efforts

Winter Storm Jonas

february

Waste Management® Phoenix Open 📅

Super Bowl 50 📅

Pope Francis Visit to the U.S.-Mexico Border
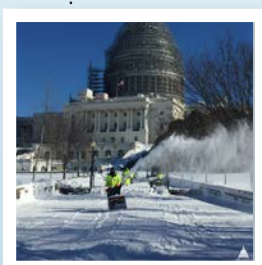
Fiestas de la Calle San Sebastián 📅
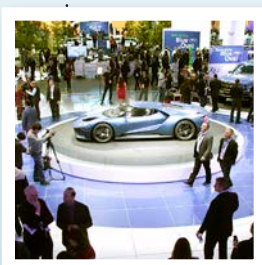
North American International Auto Show 📅

march

EPIC Federation

Disabled Large-scale Human Trafficking Operation (Texas)

NASCAR® Good Sam 500

March Madness® 📅

april

Luke Days Air Show

Phoenix Grand Prix

may

Silicon Valley Working Group

National Exercise Program Capstone Exercise 2016

100th Running of the Indianapolis 500 📅

june

84th Annual United States Conference of Mayors

2016 National Governors' Association Summer Meeting 📅

Wisconsin National Guard "Miles Paratus" Exercise

BioWatch

IP Gateway Federation

Kentucky Derby 📅
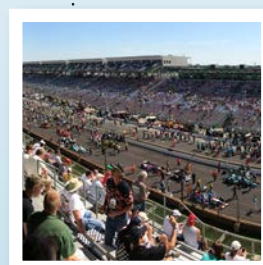
july

Nationwide Independence Day Support 📅

National Political Conventions

HSIN Exchange Launched

august

Iowa State Fair 📅

Lollapalooza® Music Festival

september

71st Session of the UN General Assembly
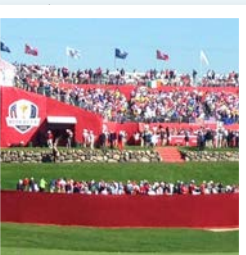
Ryder Cup®

HSIN at a Glance

Homeland Security Expertise and Support

Real-time Mapping and Geolocation Data

Flexible Online and Instructor-led Training

Secure Live Web Conferencing and Archival

Adaptable Common Operating Picture
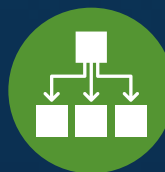
Responsive Program Management and Workflow Tools

Simple Document Retrieval and Notifications

Collaborative Communities of Interest and Practice

Secure Instant Messaging Behind Firewall

Strategic Efforts

The DHS mission states *"With honor and integrity, we will safeguard the American people, our homeland and our values."* Meeting the mission of protecting the homeland requires secure, trusted and reliable information sharing among partner organizations. As the Department's SBU information sharing tool, HSIN enables operational integration, provides tools that are adaptable and responsive, and uses strategic planning to offer a trusted and secure network. The HSIN Program uses a model of Focused Mission Growth to support strategic development. Relying on this model, which prioritizes the quality of the user experience and mission value, the HSIN Program met its FY 2016 strategic goals of increasing engagements across high priority mission areas, federating with two partners and enhancing service delivery.

FY 2016 Strategic Goals

Achieve Growth

Achieve growth in service application and adoption and presence in critical mission areas

Objectives

- Secure funding for a new pilot and requirements from external source

- Increase the number of engagements across high priority mission areas

- Increase awareness of HSIN across DHS components

- Federate with two new business partners

Accomplishments

- Secured funding through the DHS National Protection and Programs Directorate (NPPD) for the National Cybersecurity Communication Integration Center (NCCIC) and more than 7,500 users began migrating onto the HSIN platform increasing DHS' cyber participation on HSIN

- Federated with three major partners: FBI's Law Enforcement Enterprise Portal (LEEP), the El Paso Intelligence Center (EPIC) and the DHS Infrastructure Protection (IP) Gateway

- Increased HSIN user base by over 16,000 registered users

- Developed a HSIN community that enables more than 14 tribes to share emergency management information

Strengthen Delivery

Strengthen internal business and management functions to more effectively and efficiently deliver these services homeland security operators uniquely need to execute their mission

Objectives

- Automate development and delivery processes to increase program maturity

- Implement a product management strategy to improve program planning

Accomplishments

- Improved standard requirements gathering to better understand partner needs at the onset of a project

- Strengthened governance and policy protections

- Streamlined event support based on best practices, which realized cost and time savings for the customer without sacrificing service

- The HSIN Help Desk closed nearly 99 percent service requests, reducing user downtime without adding any new staff

Build and Enhance Services

Enhance current information sharing technology services offered to homeland security operators, while also developing and deploying new, innovative solutions aligned to achieve information sharing environment mission

Objectives

- Move two user-driven capability requests from strategic planning through pilot

- Reduce the times for planned service windows to increase system operational availability

- Prepare the current platform to migrate to the secure cloud

Accomplishments

- Launched HSIN Exchange as a secure, centralized Request for Information (RFI) tool to connect National Network of Fusion Centers and the Terrorist Screening Center (TSC)

- Implemented user-driven, enhanced platform collaboration tools that offer more functionality

- Validated a proof of concept for the HSIN enterprise-wide analytic and metrics reporting system solution

- Validated a proof of concept and completed planning to move HSIN to the secure cloud

- Revamped current training and developed new courses that focus on enhanced capabilities

- Piloted Personal Identity Verification-Interoperable (PIV-I) log-in capabilities in West Virginia, simplifying access for state and local users

Program Strategic Efforts

HSIN met all the goals it outlined for FY 2016 and began implementing the groundwork for future goals. This level of strategic planning assists homeland security partners fulfill their missions, improve their daily operations today, and ensures future stability. Among the accomplishments achieved this year, HSIN worked directly with fusion center users across the nation to create and launch a solution to help them manage how they collect and share information and took steps that will enable users to quickly gather metrics for reporting. These efforts increase efficiency, promote collaboration and provide cost savings while ensuring security and enabling mission success.

Strategic Efforts Completed in FY 2016

⟳ HSIN Exchange

This year, HSIN and the National Network of Fusion Centers rolled out a comprehensive solution—called HSIN Exchange—that streamlines how all 78 fusions centers manage Requests for Information. RFIs are a fundamental part of fusion center daily operations. Through HSIN Exchange, analysts are able to send an RFI to the right resource, track progress, see who has responded, analyze the information and close the information loop. This functionality and standardized workflow provides a seamless carry-over for analysts to continue work from one shift to the next and share information via standardized templates in a matter of seconds. HSIN Exchange provides a secure environment that enables more efficient decision-making capabilities, removes duplication of systems and effort, and connects law enforcement and intelligence agencies to protect the nation from major threats.

> " HSIN Exchange is a revolutionary change in the way we do business in America for requests for information. It now allows us a portal to move information from one part of the country to another, and really answer those hardest questions we have in law enforcement, public safety, and Homeland Security.

Mike Sena
Executive Director, Northern California High Intensity Drug Trafficking Area, President of the National Fusion Center Association

📄 Advanced Reporting Pilot

This year HSIN worked to develop and validate a proof of concept for the program's enterprise reporting solution. Using the validated concept, HSIN automated a process for obtaining system metrics that was previously manually intensive. The result reduced the time to compile reports from days to hours. Knowing the practical potential of an enterprise reporting solution, HSIN will continue development and plan to roll out this capability across the platform.

Strategic Efforts Continuing in FY 2017

Operational Capacity with Cloud

In FY 2016, the program conducted extensive work to move to the secure cloud environment. Planning was completed and testing began to successfully demonstrate that HSIN could operate in a cloud environment and meet all DHS Information Technology (IT) security requirements. Full migration to the cloud is on target for FY 2017 and will provide the foundation for Continuous Delivery, which will enable faster implementation of mission enhancements to support users' operational needs. Additionally, moving to the cloud environment will provide backup operational capabilities, shorten maintenance times for system upgrades and enable HSIN to implement new features and functionality upgrades more quickly. HSIN will be one of the first DHS programs to move to the secure cloud environment.

Improved User Experience through Simplified Log-in

In FY 2016, the HSIN Program tested the ability to log into the system using the Common Access Cards issued by the Department of Defense. Work on this alternative log-in capability continues and is expected to be available to HSIN users in the coming year, providing easier access to information sharing tools and resources.

Disabling Large-Scale Human Trafficking Operation in Texas

The Houston Police Department and Texas Joint Crime Information Center used HSIN to support the largest simultaneous warrant execution effort to date; collaboratively serving 26 warrants over 11 hours and disabling a large-scale human trafficking operation. This exercise made it possible for HSIN communities to be set up as soon as they are needed for future operations.

"I thought of HSIN right away. I thought this would be a great platform to organize all of this information in one place. We had a map of all the locations so we could start checking off each location as it was cleared, giving us a 'geo-perspective' of the operation as it was underway.

Jessica Garcia
Human Trafficking Intelligence Analyst, Texas Joint Crime Information Center

Methodology for Assessing Achievements

Each year, HSIN requests that all program users, from the C-Suite to the boots on the ground, participate in an online HSIN Annual Assessment. The assessment, which is open to all HSIN users, provides data on how HSIN is used to support operations and helps identify those features that need to be evaluated for change or enhancement. In FY 2016, the annual assessment was improved and access to the questionnaire was simplified. The modifications resulted in almost three times as many responses. The results from the HSIN Annual Assessment along with highlighted program metrics are presented throughout this report. Alongside each statistical metric is a description and analysis.

HSIN Users

Year over year, HSIN increases information sharing capabilities for users, which is a key programmatic goal. FY 2016 saw a significant increase in registered users; HSIN began FY 2016 with a little over 54,000 users and ended FY 2016 with over 69,000 users. **This represents a 32 percent increase in the HSIN user population.**
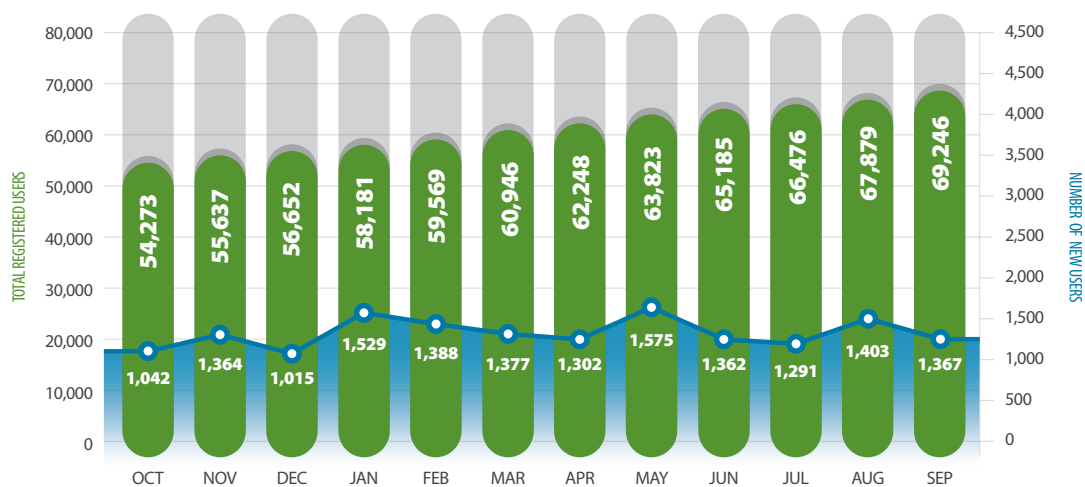
Of the total number of users, over **45 percent** have been using HSIN for two or more years. Additionally, **93 percent** of all the respondents identified themselves as general users, those who do not require special permissions or administrative rights.

- <6 Months (**13**%)
- 1-2 Years
- 2-4 Years
- 4+ Years

- General User
- Site Owner (**5**%)
- Nominator/ Validator (**4**%)
- Governance Body Member (**6**%)
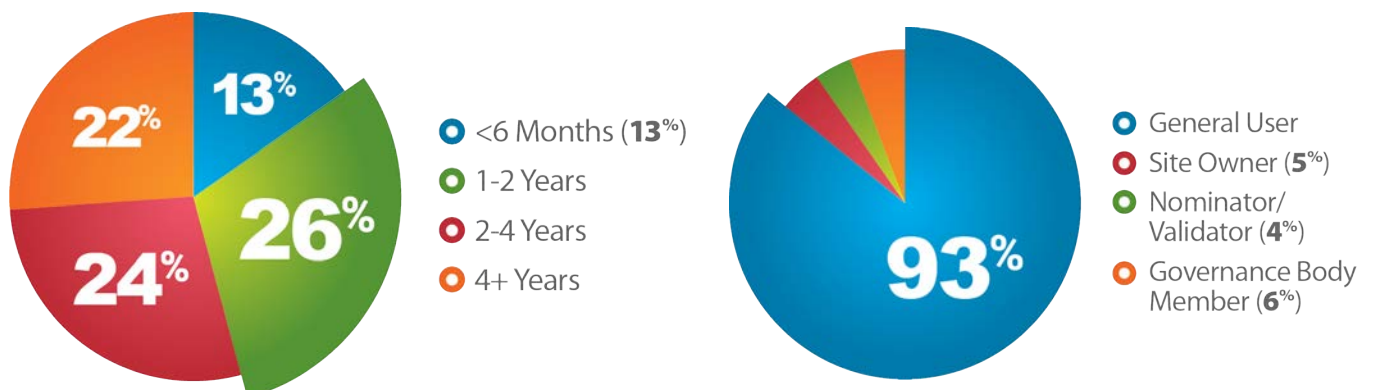
The increase in HSIN registered users has continued at a rapid pace over the past three years and the total number of users has tripled since FY 2013. In FY 2016, the number of users increased by **32 percent**.

TOTAL REGISTERED USERS

	DEC 13	MAR 14	JUN 14	SEP 14	DEC 14	MAR 15	JUN 15	SEP 15	DEC 15	MAR 16	JUN 16	SEP 16
Users	22,497	25,544	28,480	30,937	35,767	40,534	44,836	52,530	55,908	60,947	65,185	69,246
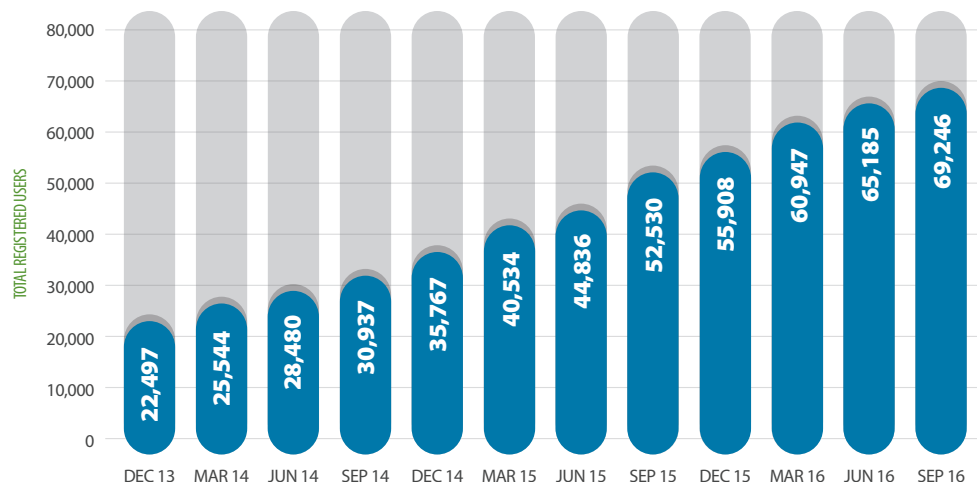
More than two-thirds of all HSIN users log in to HSIN at least monthly with more than **40 percent** logging in at least once a week. Users log in at different intervals based on operational need.

18%
33%
29%

- Daily (**9**%)
- Weekly
- Monthly
- Several Times per Year
- Less than Four Times per Year (**12**%)
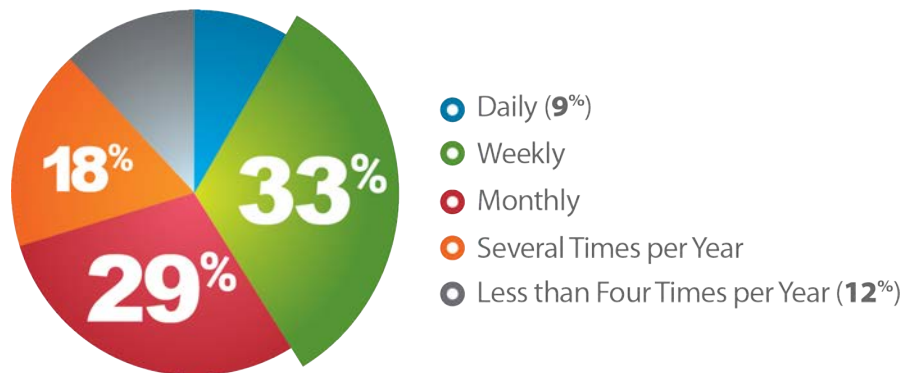
North American International Auto Show

The Detroit Southeast Michigan Information and Intelligence Center used HSIN to maintain public safety and enhance security by supporting suspicious activity reporting, incident monitoring operations and real-time data analysis among regional partners. Mission partners included the Detroit Police Department, City of Detroit Office of Homeland Security and Emergency Management, the Michigan State Police, and the Department of Transportation.

" We had unprecedented cooperation during this year's event. In addition to the collaborating agencies, other partners that needed to maintain situational awareness were able to jump on HSIN and check things out without having to make a phone call.

Peter Hoffman
Intelligence Analyst,
Detroit and Southeast Michigan
Information and Intelligence Center

Customer Satisfaction

In FY 2014, more than **65 percent** of respondents said that HSIN supports their mission needs. In FY 2015, this percentage increased to **74 percent** of users. In FY 2016, a record **87 percent** of respondents found that HSIN supports their operational needs, satisfactory or above. This increase in the year-over-year metrics is directly tied to HSIN's strategic goal to focus on supporting the operational needs of its customers.

27%
50%

- Outstanding (**10**%)
- Above Satisfactory
- Satisfactory
- Below Satisfactory (**13**%)
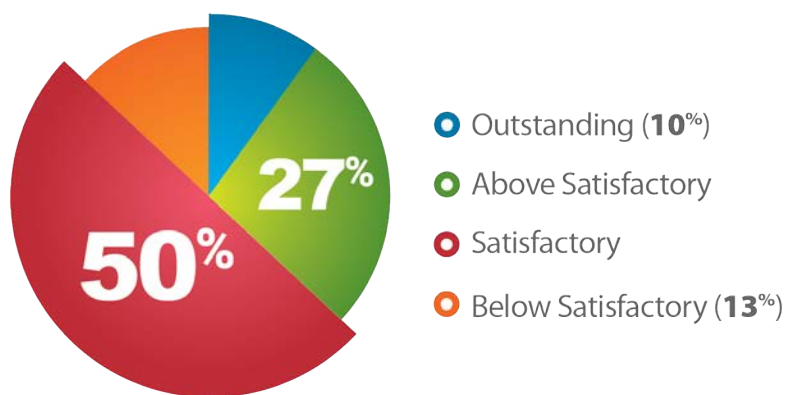
When using HSIN during incident response operations or for a planned major event, a clear majority of respondents, **97 percent**, replied that HSIN performed to their satisfaction.

97.5%

- Yes
- No (**2.5**%)
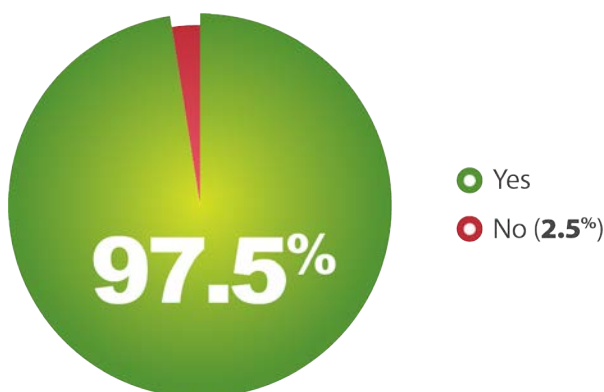
HSIN Supports ACTIC during Phoenix Area Protests

Arizona has worked with HSIN to develop communities for the Arizona Counter Terrorism Information Center (ACTIC), including a community for law enforcement operations in the greater Phoenix region during planned and unplanned events; and the ACTIC's Community Liaison Partnership program site. As a result, HSIN was successfully used to collaborate and disseminate information with private sector partners during unplanned protests occurring in the financial center of Phoenix, Arizona.

" Because everything gets posted to HSIN, we are assured of the information's security and we don't have to dedicate time to bring individuals up to speed. All the information is there for our partners to review when they need it so we can focus on ongoing operations and analysis.

Sgt. Anthony Jones
Phoenix Police Department's Homeland Defense Bureau and the Arizona Counter Terrorism Information Center

Looking Ahead

In FY 2017, the HSIN Program will continue to prioritize creating a quality user experience and enhancing mission value by completing the planned migration to the cloud, completing development of the HSIN enterprise reporting tool and implementing additional ways to simplify access for all users.

Operational Support

The HSIN Program provides expertise, support and access to resources so that homeland security operators can do their jobs more efficiently and effectively. Much of the day-to-day functionality of HSIN is supported by a team of functional experts who understand the needs of each HSIN user and the information sharing environment.

HSIN Mission Advocates serve as the primary points of contact for HSIN users. They work with federal, state and local agencies and organizations to support the development of communities by providing customer support, training and outreach both virtually and in the field. These subject matter experts act as advisors working to understand user needs, help meet operational goals and demonstrate how HSIN is leveraged for use on a day-to-day basis. Located throughout the country, Mission Advocates provide the operational support backbone of HSIN with advanced planning and tabletop exercises to emergent event and response support.

Supporting Daily Operations

Every day, homeland security professionals access HSIN to share information with partners, host training, collaborate, plan or evaluate lessons learned. In FY 2016 federal agencies, including HSIN-Intel members, used tools like the National Situational Awareness Room (SitRoom), HSIN Connect, and the HSIN chat tool to share real-time information and intelligence, and to provide a standardized reporting and a common operational picture during significant national security events.

Drug Interdiction: Domestic Highway Enforcement

The Domestic Highway Enforcement (DHE) Strategy, funded by the High Intensity Drug Trafficking Area (HIDTA), relies on HSIN to communicate trends associated with drug trafficking and other highway crimes. Using HSIN, DHE can share information across agencies about domestic drug, money and weapons seizures. The information-sharing component increases law enforcement awareness and makes it possible for users to share across jurisdictions, leading to better intelligence, higher quality and more timely investigations. HSIN is also used as a collaboration tool by DHE national coordinators to facilitate more than 100 virtual meetings a year, saving time and cost while increasing situational awareness.

Law Enforcement: Houston Police Department

In Texas, the Houston Police Department and Texas Joint Crime Information Center used HSIN to plan efforts, organize information and map locations for a large-scale human trafficking operation. Analysts created an event log to track incoming operational information, enabling visibility across agencies so that everyone in the chain of command could see who was arrested at which locations and what evidence was found. Through HSIN, multiple agencies were able to collaborate to support the largest simultaneous warrant execution effort to date, resulting in the issuance of 26 warrants over 11 hours and disabling a major human trafficking operation.

HSIN Helps Support:

- Active Shooter
- Chemical, Biological, Radiological, Nuclear or Explosive
- Planned Events
- Suspicious Packages
- Significant rise in violent criminal activity
- Critical incidents involving national infrastructure
- Natural or Manmade Disasters
- Public Health Incidents or Outbreaks
- Special events of national impact

Supporting Planned Events and Exercises

To support users who manage major events year after year, HSIN Mission Advocates continued their relationships and maintained their on-site support from last year. HSIN was the trusted resource for event support for conventions, sporting events and entertainment programs with large crowds and complex security requirements that involved multiple organizations. HSIN Mission Advocates supported 44 major events in FY 2016, connecting interagency partners and supporting operational planning, training and real-time event management.

Most notable in FY 2016 was the use of HSIN for both the Republican and Democratic National Conventions. The size and scope of each event required a massive coordination of effort among federal, state and local public safety and law enforcement personnel. More than 650 HSIN users from over 70 agencies used HSIN to support multi-agency collaboration among 15 operations centers at both events, making HSIN the central hub to maintain awareness about the activities and operations being conducted by the agencies involved. HSIN was also used to keep private sector users informed, coordinate infrastructure security activities and share relevant information in a timely manner. Through tools like the National SitRoom, HSIN was a vital part of the communications network, enabling a constant dialogue to support situational awareness for fusion centers across the nation. HSIN's participation in the planning and support for highly sensitive and publicly visible events with great significance to national security demonstrates its maturity, ease of use and focus on mission success.

30 Major Events Supported in FY 2015

44 Major Events Supported in FY 2016
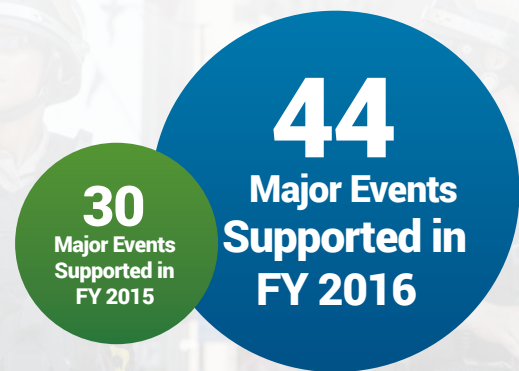
National Political Conventions

HSIN provided the information sharing tools and environment that helped mission partners achieve seamless multi-agency collaboration during the 2016 Democratic and Republican National Conventions. Across federal, state, local and private sector agencies, HSIN worked with key stakeholders from law enforcement, intelligence, and emergency services during the events to support operational information sharing, incident tracking and overall situational awareness.

" HSIN was a vital part of the communications network to keep Ohio partners outside the Cleveland area in the loop. HSIN played an important role in every element of our operations.

Brian Quinn
Director, Ohio Homeland Security Strategic Analysis and Information Center

Year-Over-Year Operational HSIN Use

In FY 2016, HSIN supported twice the number of planned events as compared to FY 2015. HSIN has consistently proven its ability to plan, implement, and maintain situational awareness for a variety of major events, including the Bank of America® Chicago Marathon, Papal visit, 71st session of UN General Assembly, Detroit Auto Show and both major political conventions. HSIN has earned the trust and confidence of users across the nation as a secure information sharing platform and a source for information sharing expertise for federal, state and local organizations. Several organizations have relied on HSIN year after year to support events such as the Waste Management® Phoenix Open, Super Bowl, Kentucky Derby and Indy 500.

In the case of the Super Bowl and the Indy 500, where planning begins more than a year in advance, HSIN has established itself as the go-to platform for information sharing and interagency collaboration. The best practices and lessons learned that HSIN identifies from these events are then applied to other high-profile events, which involve coordinated operations among numerous agencies and across jurisdictional boundaries. Users from federal, state and local jurisdictions collaborate to maintain overall situational awareness and ensure public safety and security. For these partners, HSIN is central to sharing real-time information for mission success.

Super Bowl 50

HSIN enhanced collaboration among homeland security enterprise personnel by providing 18 months of planning support, during which 700 officials from 50 partner agencies used HSIN to coordinate public safety efforts throughout the San Francisco Bay Area.

" During Super Bowl 50, I saw firsthand how HSIN can enhance collaboration among homeland security enterprise personnel during a large event. DHS officials were able to use HSIN in tandem with local law enforcement and public safety partners, providing a broader operational view.

Caitlin Durkovich
Former DHS Assistant Secretary for Infrastructure Protection

Supporting Incident Management

Users can deploy HSIN tools with little to no notice to support unplanned emergency situations and incidents. Emergency services professionals across the country rely on HSIN to support the hard work they do every day to save lives, homes and businesses from the effects of natural disasters. HSIN provides the tools and resources they need to prevent, protect, respond to and recover from natural disasters.

Weather Response

When Winter Storm Jonas dropped more than two feet of snow on much of the Northeast urban corridor, West Virginia used HSIN as a key resource for their response efforts. Throughout the storm the weather services offices relied on HSIN to support their briefings and make sure all their partner agencies had access to the same information. The West Virginia Division of Homeland Security and Emergency Management used their situational awareness room on HSIN to share current information with their local responders, state agencies, private sector partners and state fusion center.

The Rhode Island Emergency Management Agency also used HSIN during the storm to conduct an operations brief for Governor Gina Raimondo and her Cabinet. While the Governor personally attended the briefing at the State Emergency Operations Center, several members of the Governor's Cabinet also participated remotely. Using HSIN, the Cabinet and state leadership team were able to participate in the briefing to ensure that the first responders from the state of Rhode Island were fully prepared to respond to Winter Storm Jonas.

Crowd Management during Demonstrations

HSIN was an effective tool used to improve communication between law enforcement and the private sector for public safety. In FY 2016, the Phoenix Police Department and the Arizona Counter Terrorism Information Center used HSIN as a secure environment to communicate, collaborate and maintain situational awareness with business owners during demonstrations in the city's economic district. Businesses were able to reduce the impact on their operations due to real-time information sharing and collaboration with local law enforcement through HSIN.

Expanding Tribal Support

HSIN provides a unique opportunity for tribal communities to overcome geographic and communication challenges. By connecting geographically dispersed community members, HSIN provides a reliable means to share information through secure channels.

Riverside County Tribal Engagements

In FY 2016, HSIN kicked off collaboration with Tribal Emergency Managers representing over 12 tribes in Riverside County, California to develop a community that enabled tribal leaders to share information pertaining to emergency supplies, equipment location and information. HSIN demonstrated value in saving time and money, which are top priorities for tribal leaders.

Minnesota: Shakopee Mdewakanton Sioux Community Public Safety

When the Chaska Police Department partnered with the Shakopee Mdewakanton Sioux community during the 2016 Ryder Cup®, HSIN came strongly recommended by the tribal community as they were active users and valued the collaborative and secure capabilities available on HSIN. As a result of the recommendation, the

Chaska Police Department used HSIN to lead public safety operations in coordination with federal, state, local and tribal users. HSIN provided the necessary collaboration tools that enabled real-time situational awareness among all users. In support, public safety officials from the tribal community manned the command center and ensured that every incident reported through dispatch was logged in HSIN.

The Shakopee Mdewakanton Sioux Community incorporated lessons learned from HSIN Ryder Cup support into their operations at their resort. The tribe's Incident Management Team has since incorporated HSIN Connect into their communications suite to support their deployments to other tribes in Minnesota. HSIN continues to provide the necessary collaboration tools that enable real-time situational awareness for the Shakopee Mdewakanton Sioux Community.

Ryder Cup

During the Ryder Cup, the Chaska Police Department used HSIN incident monitoring and HSIN Connect tools to support on-site operations among federal, state and local partners. Through mutual aid, a tribal partner, the Shakopee Mdewakaton Sioux Community provided dispatch support to track over 250 fire, emergency medical services and law enforcement incidents in HSIN during the event.

> " We've been using HSIN for nearly two years and already knew the benefits it could provide. We made sure every partner was aware of the HSIN community, knew how to use it and entered everything that could be of interest to any one of the partners involved. Our role was to break down the silos that traditionally exist between agencies.
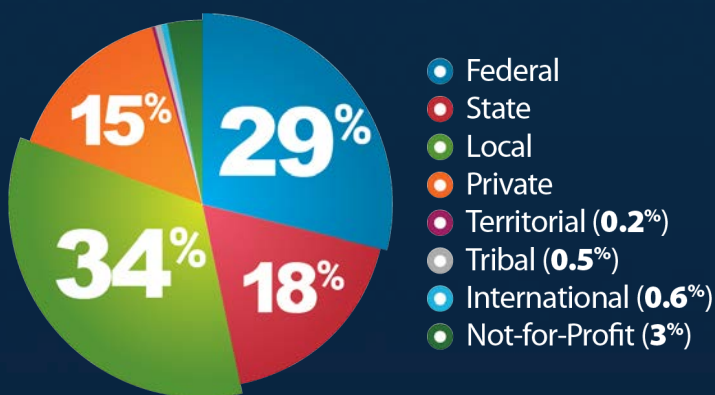
Greg Hayes
Director of Public Safety,
Shakopee Mdewakanton Sioux Community

User Segmentation

HSIN Registered Users by Mission Area

The majority of HSIN users come from the first responder community where HSIN tools contribute to enhanced daily operations and secure information sharing is relied on to save lives.

Mission Area legend:
- Critical Infrastructure Protection (**20**%)
- Cybersecurity (**8**%)
- Emergency Management (**22**%)
- Emergency Medical (**2**%)
- Fire Services (**8**%)
- Information Sharing Service Provider (**5**%)
- Intelligence (**8**%)
- Law Enforcement (**22**%)
- Public Health (**4**%)

Sector legend:
- Federal
- State
- Local
- Private
- Territorial (**0.2**%)
- Tribal (**0.5**%)
- International (**0.6**%)
- Not-for-Profit (**3**%)

HSIN Registered Users by Sector

As in previous years, HSIN users were divided into the following sectors: federal, state, local, territorial, tribal, international and private sector. In FY 2016, not-for-profit segmentation was also included.

Mission Area Breakdown

HSIN is the nation's SBU information sharing environment for homeland security. HSIN supports the full scope of the DHS mission to:

- Support Daily Operations
- Prevent Terrorism
- Secure and Manage Borders
- Enforce and Administer Immigration Laws
- Safeguard and Secure Cyberspace
- Ensure Resilience to Disasters

At every level of government and in close collaboration with private sector and nonprofit partners, HSIN provides homeland security partners a secure platform to share security information and work toward a common goal to advance the DHS mission. A trusted, verified and governance-based approach offers the flexibility to meet varying operational needs and ensures data is safe and reliable, critical to HSIN functionality.

Supporting Mission Needs

In FY 2016, users that completed the HSIN Annual Assessment answered the question, *"In what ways does HSIN support your operational needs?"* Respondents ranked Incident Response (**42 percent**), Planned Coordination (**32 percent**) and Internal Training (**32 percent**) as their top three responses. Administrative Functions (**31 percent**) ranked fourth, encompassing daily operations in terms of users' daily job function while logged into HSIN. It also includes but is not limited to: sourcing information, posting data calls or updates and retrieving and sharing information.

Bar chart legend:
- Administrative Functions (**31%**)
- Equipment Management/Logistics (**9%**)
- Evaluation (**16%**)
- Exercise Development (**22%**)
- Incident Response (**42%**)
- Internal Training (**32%**)
- Investigative Support (**24%**)
- Planned Coordination (**32%**)
- Planned Event Coordination (**19%**)
- Other (**23%**)
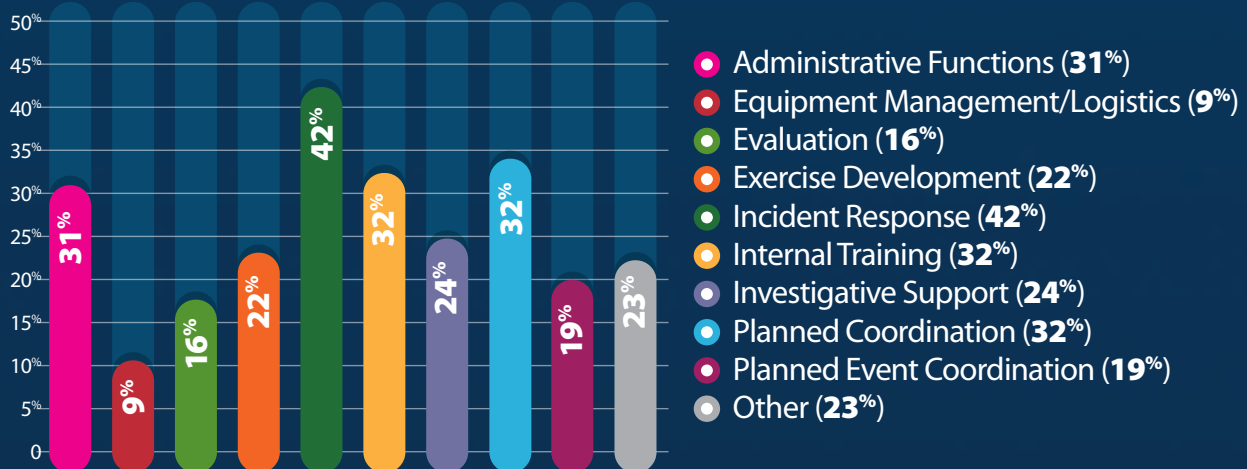
100th Running of the Indianapolis 500

The Indianapolis Motor Speedway is known for hosting the Indianapolis 500, but the 2016 event was like none other. The 100th running of the Indy 500 had a sold-out crowd of 350,000 fans, the largest crowd in history for a single sporting event. Maintaining public safety and situational awareness for the nearly one square mile venue required a complex, interagency effort that began with the Grand Prix of Indianapolis two weeks before the big event. HSIN on-site support coordinated the efforts of seven operations centers in the region.

"As the primary law enforcement user for HSIN during the Indianapolis 500, I was thrilled with the ease of use in the programming, and the extent to which DHS worked to strategically map all the key areas of the Motor Speedway to facilitate documenting the activity going on, and providing a platform for all users to be able to view and keep aware of new and ongoing incidents.

Sarah Edie
Administrator of Management Systems and Communications, Speedway Police Department

Valuing Your Partnership

The HSIN Annual Assessment questionnaire asked users who have interacted with a HSIN Mission Advocate, *"How well did the HSIN Mission Advocate perform?"* In FY 2015, 42 percent of respondents replied that their interactions with their Mission Advocate were satisfactory while 43 percent said that their interactions were above satisfactory or outstanding. In FY 2016, because of continued strategy to support Focused Mission Growth, **95 percent of all respondents rated their interactions with HSIN Mission Advocates as satisfactory or better, a 10 percent increase over the previous year**.

33%
33%
28%

- Outstanding
- Above Satisfactory
- Satisfactory
- Below Satisfactory (**5%**)
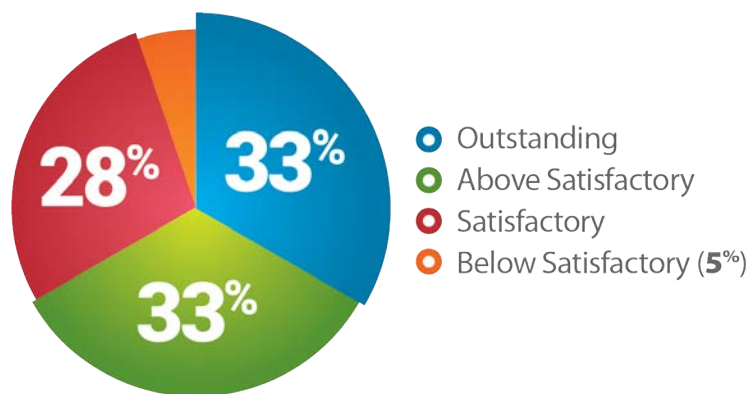
The HSIN Program relies on people-to-people input and collaboration to achieve program objectives. While the technology itself is intuitive, hands-on professional expertise enhances training, support and customization. HSIN Mission Advocates serve in this role and the results of the HSIN Annual Assessment indicate how vital this function is to operational success.

Fiestas de la Calle San Sebastián

With over 700,000 attendees at the four-day festival in Old San Juan, Puerto Rico's Fusion Center used HSIN for real-time information sharing between officers in the field and the various emergency operation centers in the area. Through HSIN, the Puerto Rico Police Department explosives division, canine teams from the San Juan Police Department, FBI, and officers from ICE Homeland Security Investigations had immediate access to the same information.

" Every agency that collaborated during SanSe gave HSIN high marks. The way the fusion center supported ongoing investigations set a high bar and is creating a standard for the way to approach major events.

Eli Maisonet
Intelligence Officer,
DHS Intelligence and Analysis

Looking Ahead

HSIN will continue to show and share the value of daily operational use by providing hands-on operational support for daily HSIN use and in support of planned events and exercises. Several organizations have become reliant on HSIN and the program will continue to maintain those relationships while working to establish additional relationships with the same level of tenure, particularly in tribal areas. Collaboration between homeland security partners is foundational to the program and as HSIN moves into FY 2017, the program will apply the best practices and lessons learned from FY 2016 to provide users with better access and more tools they need to accomplish their respective missions.

Operational Enhancements

HSIN delivers mission-focused solutions that directly support user operations. The HSIN Program works closely with users to identify capability gaps and develop solutions that support long-term operational information sharing. The program continues to enhance HSIN tools with greater capabilities, integrate new tools and streamline access to information by partnering with other federal systems.
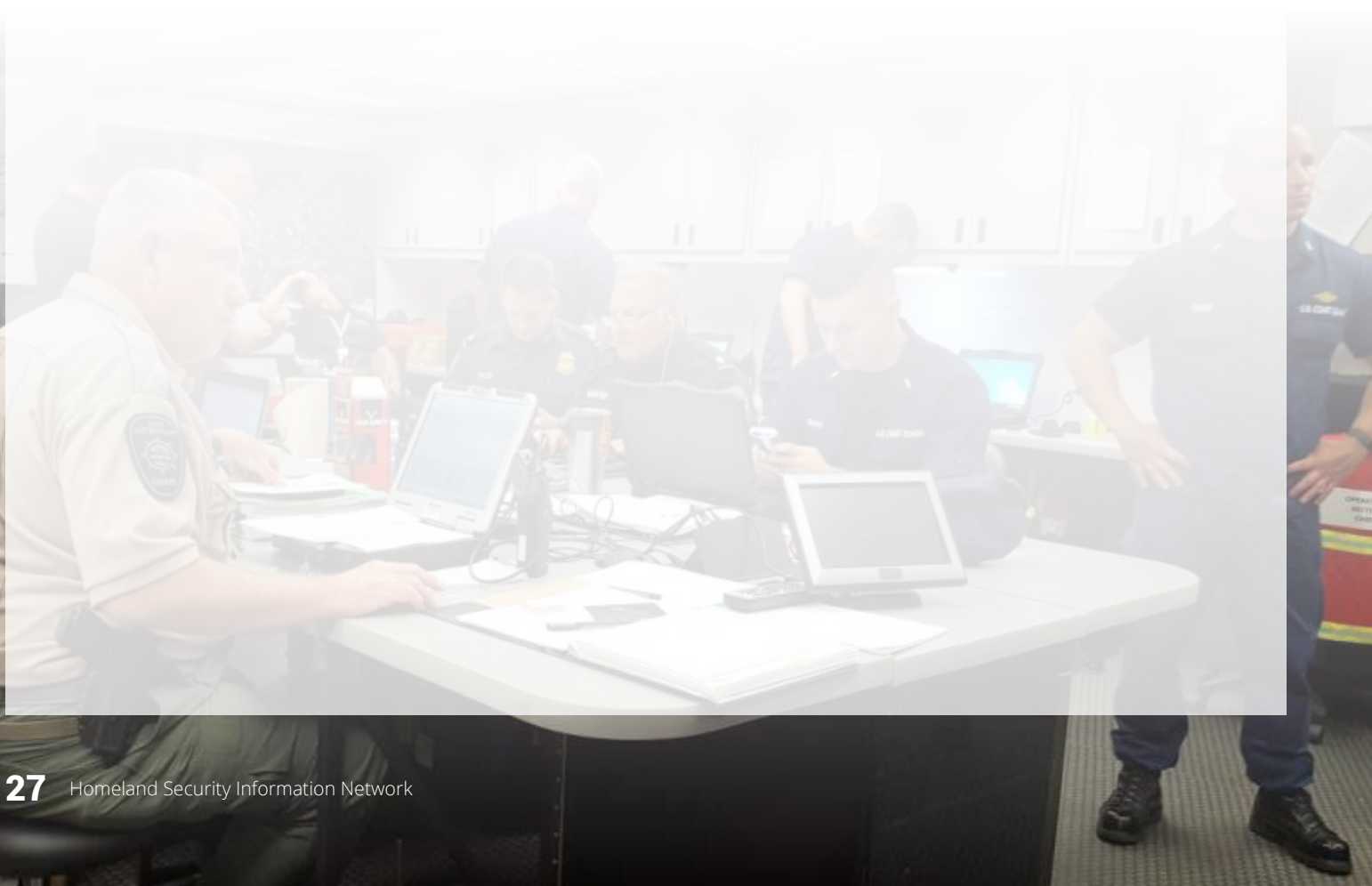
Capability Enhancements

In FY 2016, HSIN implemented two major capability enhancements—delivering Homeland Infrastructure Foundation-Level Data (HIFLD) Secure and developing and launching HSIN Exchange—responding to the need to make vital information more accessible. The program streamlined RFIs and geospatial critical infrastructure data, making it readily available to HSIN users through a single point of access. Because of these enhancements, the HSIN Program has increased opportunities for information sharing, bridged communication gaps between agencies, and delivered solutions that make information sharing faster and more efficient.

HSIN Exchange

Working with partners at DHS, the Terrorist Screening Center and the National Network of Fusion Centers, HSIN created a streamlined, mobile-compatible RFI solution, called HSIN Exchange. This simple, cost-effective solution empowers law enforcement and intelligence analysts with the tools they need to do their jobs more efficiently.

Fusion centers rely on HSIN every day to share intelligence products, collaborate on cyber threat response strategies and to support real-time communications during incident response and event management operations. HSIN Exchange strengthens interagency collaboration, makes it possible for users to share information in real-time from any location and provides shared services, interoperability and

a common operational picture. Launched in the summer of 2016, HSIN Exchange supports RFI-related communications between all 78 fusion centers nationwide and the TSC.

In addition to providing the platform for secure RFI information sharing through HSIN Exchange, HSIN offers solutions to bridge the gap between agencies. By speeding up the RFI process, mission operators have access to the information they need sooner and the ability to transition tasks between shifts more efficiently. The first stage of the operational deployment of HSIN Exchange focused on supporting RFIs between the National Network of Fusion Centers and the TSC. Future partners include the HIDTA and Regional Information Sharing System (RISS) centers.
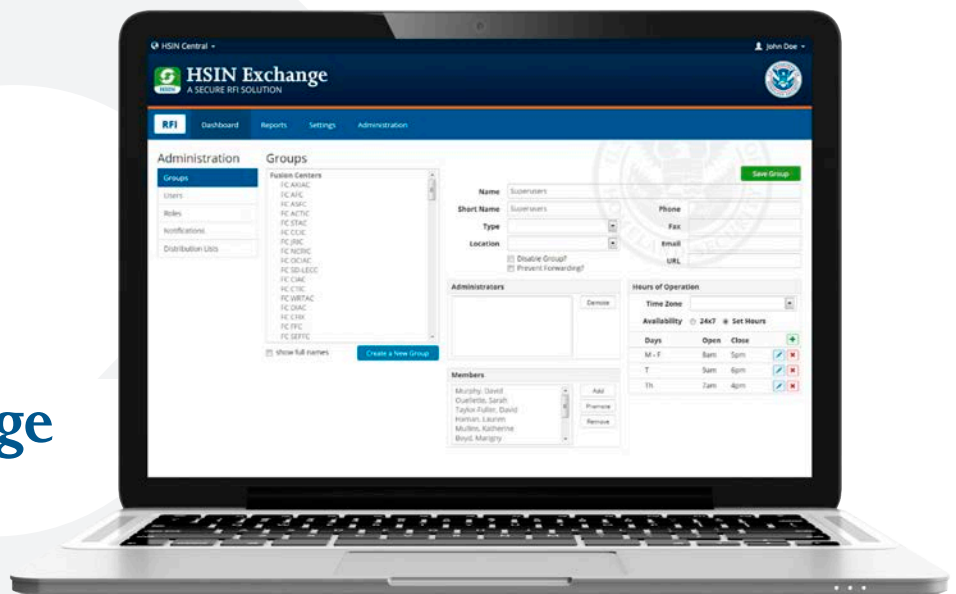
📇 IP Gateway

This year, HSIN completed the federation with IP Gateway, increasing security through a HSIN-credentialed log-in capability. Through this partnership, HSIN simplified access to critical information while providing a secure platform for ongoing information sharing and collaboration while also providing enhanced identity management and access control capabilities. HSIN credentials provide the IP Gateway with enhanced security and multi-factor authentication capabilities that are inherent to the identity management and access control structure of HSIN. Through the federation with HSIN, more than 5,000 IP Gateway users rely on HSIN accounts for access. When IP Gateway users are included, the total number of HSIN accounts added in FY 2016 exceeds 20,000.

📍 HIFLD Secure

The HSIN Program partnered with the DHS Geospatial Management Office (GMO) to provide users access to the most up-to-date geospatial data available. This partnership made it possible to visualize information through the lens of location so that mission owners and operators could analyze and interpret data to gain valuable understandings of relationships, patterns and trends. The HIFLD Subcommittee, which is supported by the GMO, develops, promotes and executes a coordinated strategy for acquiring and generating geospatial information about critical infrastructure. In FY 2016, access to this data was simplified through the release of HIFLD Open and HIFLD Secure.

HIFLD Open launched in February 2016 and contains 275 publicly available data sets. HIFLD Secure represents the best available geospatial foundation infrastructure data to support community preparedness, resiliency, research and more. Comprised of all the For Official Use Only (FOUO) and licensed critical infrastructure data, HIFLD Secure is maintained within the secure HSIN environment as part of the Geospatial Information Infrastructure community. The HSIN Program plans to build on this foundation to provide more layered mapping information and Geographic Information Systems functionality options in FY 2017.

Supporting Law Enforcement Operations

After unprecedented attacks on law enforcement offices in Texas, Missouri, Georgia, Michigan and Louisiana over the summer of 2016, authorities responded using the National Situational Awareness Room, or SitRoom. The National SitRoom and HSIN are available to the National Network of Fusion Centers and its partners, locally operated by states and major cities to quickly share information during significant events.

> " HSIN provides one of our greatest assets—the National Situational Awareness Room. Having the ability to share raw data from the field, as it happens, and obtain the support of mission partners across the country as we face potential threats or are actively working an investigation is essential.

Mike Sena
Executive Director, Northern California High Intensity Drug Trafficking Area, President of the National Fusion Center Association

Meeting Users' Needs Today and in the Future

As HSIN brings in more users, there is an increased focus on ensuring efficiencies while maintaining system integrity and automating processes. The HSIN Program anticipated this need in FY 2016 and has completed the groundwork to simplify access to HSIN for state and local users.

Simplifying Access through PIV-I Integrations

Moving to simplify the log-in process, the HSIN Program has worked to expand its interoperability and accept PIV-I cards as an approved method for multi-factor authentication. This capability will enable state and local users to take advantage of the same simplified access most DHS users now enjoy. In FY 2016, HSIN successfully piloted PIV-I in West Virginia, making it possible for those users to verify their identity using the PIV-I cards instead of their password and identity verification passcode. This step greatly enhances the HSIN user experience by making it faster and easier for approved users to access the information they need to do their job. By enabling state and local users to use the PIV-I card to access HSIN, they are able to participate in meaningful information sharing more efficiently.

Partnering with NCCIC

This year HSIN solidified the partnership with the National Cybersecurity Communication Integration Center, which serves as the centralized hub where a diverse set of partners can coordinate and synchronize cyber security efforts. The NCCIC organization leads the DHS initiative to improve the nation's cyber security posture, coordinate cyber information sharing and proactively manage cyber risks to the nation.

The United States Computer Emergency Readiness Team (US-CERT) Portal migrated to HSIN to leverage existing DHS enterprise capabilities while continuing to provide secure information sharing capabilities to our stakeholders. The Acquisition Review Board (ARB) reviewed the National Cybersecurity Protection System Information Sharing Program and identified HSIN as able to perform a large percentage of the capabilities of the US-CERT Portal. In a cost-saving effort, the ARB directed the adoption of HSIN. Extensive planning and training was conducted in FY 2016 to initiate migration of more than 7,500 users to begin in FY 2017.

Looking Ahead

HSIN will continue to build on capabilities launched in FY 2016 and is already looking to FY 2017 to increase mission impact, migrate to the secure cloud and provide solutions to meet the needs of existing and new users. This year, HSIN laid the groundwork for HIFLD Secure, which will provide the ability for more geospatial information to be available to HSIN users more easily and quickly going forward. The program is working to develop features that are faster for users, provide the ability to access multiple resources with fewer steps and leverage additional geospatial mapping tools.

Partnering for Success

HSIN provides federal agencies the ability to work more efficiently with each other as well as with state, local, tribal, territorial, international and private sector representatives by ensuring a trusted level of excellence that is relied on by homeland security organizations to consistently meet high performance requirements as an information-sharing solution.

Federations and Integrations

Federations provide simplified access to information for users of partner systems and represent a key HSIN initiative that facilitates secure information sharing. Throughout FY 2016 HSIN partnered with multiple agencies and departments to connect the right people with the right information, quickly and efficiently. These federations and integrations enable users of partner systems to log in once and securely access the vital information they need to share information and collaborate with other verified partners.

EPIC

HSIN finalized a federation with the El Paso Intelligence Center to establish the ability to log in once and move seamlessly between the two information sharing platforms. EPIC provides timely analysis and dissemination of intelligence focused on "all threats," to include illegal drugs, weapons trafficking, terrorism, human trafficking, human smuggling, illegal migration, money laundering and bulk cash smuggling. Users with credentials in both systems can now access the information they need more quickly and efficiently.

LEEP

The FBI's Law Enforcement Enterprise Portal is a gateway that provides law enforcement agencies, intelligence groups and criminal justice entities access to beneficial resources. These resources strengthen case development for investigators, enhance information sharing between agencies and are accessible in one centralized location. LEEP's concept is to present a portal that affords admission to a host of information systems such as real-time event collaboration and management tools, nationwide criminal justice records and counterterrorism threat tracking. As part of the initial federation between LEEP and HSIN, LEEP users could access HSIN to get the information they need more easily and efficiently, without having to enter a separate username and password.

> " Both HSIN and EPIC are very effective tools that support the national strategy for Domestic Highway Enforcement and the High Intensity Drug Trafficking Areas. With this partnership, we will continue to use HSIN to access and share national trend information, but now we have the ability to seamlessly move into EPIC when we need specific case information. Anything that makes our job easier is a good thing and this partnership does just that.

Mike Snyders
DHE National Coordinator

Homeland Security Partners

On January 9, 2016, the HSIN Program celebrated its official 10-year anniversary as the designated system for operational information sharing and collaboration within DHS and with security partners. In those 10 years, the HSIN Program has focused on enhancing people-centered collaboration and leveraging technology to enhance information sharing as a vital component of national security. Today, HSIN provides access to tools and solutions needed for real-time information sharing, analysis and decision-making within DHS to protect the dynamic mission of the homeland security enterprise.

HSIN provides critical, scalable tools for federal representatives to collaborate and work in tandem with their counterparts across the federal government and partners at state, local, tribal, territorial and private sector agencies. HSIN plays a central, information sharing role for the critical infrastructure, intelligence and operational support communities.

HSIN-Critical Infrastructure

The HSIN-Critical Infrastructure (CI) community is a network of dozens of mission-based sites that facilitate information sharing across all 17 critical infrastructure sectors. Through HSIN-CI, DHS and other public-sector agencies are able to interact and collaborate in a secure environment with private sector and international owners and operators.

DHS Special Events Program

The DHS Special Events Program relies on HSIN for communicating with state and local groups as part of their National Special Events Data Call in their Special Event Assessment Rating process. This is often the starting point for event-related information sharing and is an important tool for agencies to gauge the level of threat and impact an event will have on their organization.

Coordinating Efforts in the Ciudad Juárez Border Region

Pope Francis visited Ciudad Juárez as the last stop during his trip to Mexico and held Mass within 300 yards of the U.S.-Mexico border. Throughout the Pope's visit and in the weeks leading up to it, HSIN was used by federal, state and local partners to support information sharing and situational awareness. Partner agencies used HSIN to share status updates to support public safety personnel, including schedules, travel and threat assessments.

> " HSIN was instrumental to our information sharing efforts. We were able to share information with other federal and state agencies as well as officers in the field.

Felipe Payan
Crime Analyst, Multi-Agency Tactical Response Information eXchange (MATRIX) Fusion Center

DHS Office of Operations Coordination

HSIN facilitates operational information sharing for the Federal Operations community and the National Operations Center. The DHS Common Operating Picture (DHS COP) is hosted on HSIN to share and provide actionable all-hazards information, enhanced contextual understanding and geospatial awareness of the entire homeland security environment at any moment.

Federal Law Enforcement Training Center

Beginning in FY 2014, the Federal Law Enforcement Training Center, or FLETC, partnered with HSIN to support online training for law enforcement officers across the country. Today, the new HSIN Learn learning management system hosts the FLETC Online Campus, enabling officers to access the training they need, when and where they need it.

U.S. Secret Service

Working with the U.S. Secret Service, HSIN regularly supports National Special Security Events such as the State of the Union Address, Nuclear Security Summit, and the Republican and Democratic National Conventions. For these high-profile events, HSIN facilitates greater collaboration and situational awareness among security partners.
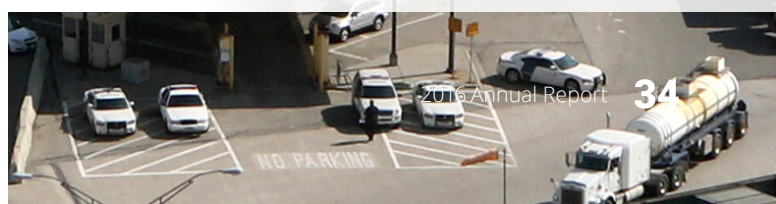
> At HSIN, we never think of just one area where our partners are concentrated, but we do think of HSIN as the one place where all of those working towards the homeland security mission can work seamlessly.

Donna Roy
Executive Director
Information Sharing and Services
Office (IS^{2}O), DHS OCIO

Federal Collaboration with State, Local, Tribal and Territorial Partners

## HSIN-Intelligence (HSIN-Intel)

The HSIN-Intelligence community, HSIN-Intel, is a state and local community, managed and operated by the DHS Office of Intelligence and Analysis (I&A) and governed by the Homeland Security State and Local Intelligence Community Executive Board.

The HSIN-Intelligence community provides unclassified intelligence across the full spectrum of homeland security missions and is the central repository for analytic and intelligence products for the National Network of Fusion Centers. DHS I&A also maintains other HSIN communities, including Countering Violent Extremism.

As part of the trusted community of intelligence professionals, fusion centers and federal agencies actively participate as partners in the information sharing environment by sharing their analytic and intelligence products with one another via HSIN-Intel.

HSIN-Intel members also have access to the National Situational Awareness Room or National SitRoom, a collaboration tool and source for real-time homeland security data. Fusion centers and homeland security partners use the National SitRoom to track and share raw data concerning events and incidents in their area of operations.
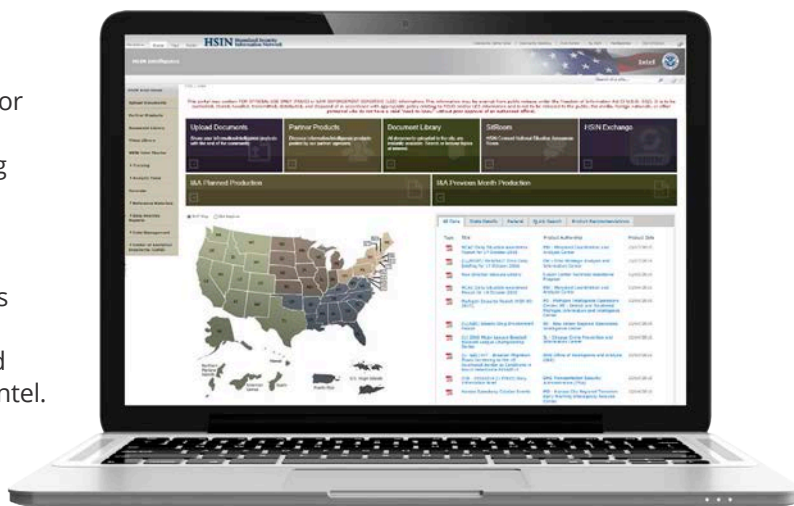
U.S. Coast Guard Honolulu Sector

For U.S. Coast Guard (USCG) Sector Honolulu, search and rescue makes up a large part of their regular operations. Keeping search and rescue mission coordinators and all supporting staff informed with the latest information is vital. HSIN made it possible for everyone to have access to the same information, no matter whether they were in the office, on a vessel or at home. When two U.S. Marine helicopters collided and 12 service members were lost at sea, USCG Honolulu Sector mission coordinators expanded search and rescue to include non-traditional partners. Using HSIN, everyone was able to coordinate their efforts so that the search could be executed as efficiently and broadly as possible.

“ We post everything to HSIN—images of the vessel in distress, screen shots of intended search patterns and everything for our physical status board in the office. Because [a search and rescue mission coordinator] has to stand duty 24 hours a day, seven days a week, we can provide a verbal brief over the phone while they access all the supporting details on HSIN.

**Command Intelligence Officer
Lt. Scott Branner**
U.S. Coast Guard

Looking Ahead

Whether supporting public safety operations for a major sporting event, providing key resources during emergency response and recovery operations, or ensuring critical infrastructure resiliency, government agencies need the support of private sector partners. HSIN provides a secure environment for these partners to come together, collaborate and maintain situational awareness.

Training

Training is the essential element that enables people, processes and technology to effectively work together in the HSIN environment. Technical and operational training help both new and veteran HSIN users get the most out of the program.

During FY 2016, the HSIN training team overhauled and developed new courses and focused on enhanced capabilities for both the HSIN Learn environment and instructor-led operational training.

On-demand Training

HSIN Learn is an easy-to-use online learning management system that offers a series of computer-based courses that are available 24/7 from any location. Each course is comprised of individual modules designed to make it easy for users to work their way through a topic at a pace that fits their needs.

Operational Training

HSIN training goes beyond the virtual classroom when HSIN Mission Advocates deliver operational training to users on an as-needed basis to meet their unique needs. Operational training falls into three broad categories:

- Refresher Training

- Planned Event, Incident and Exercise Training Support

- New Capability Training
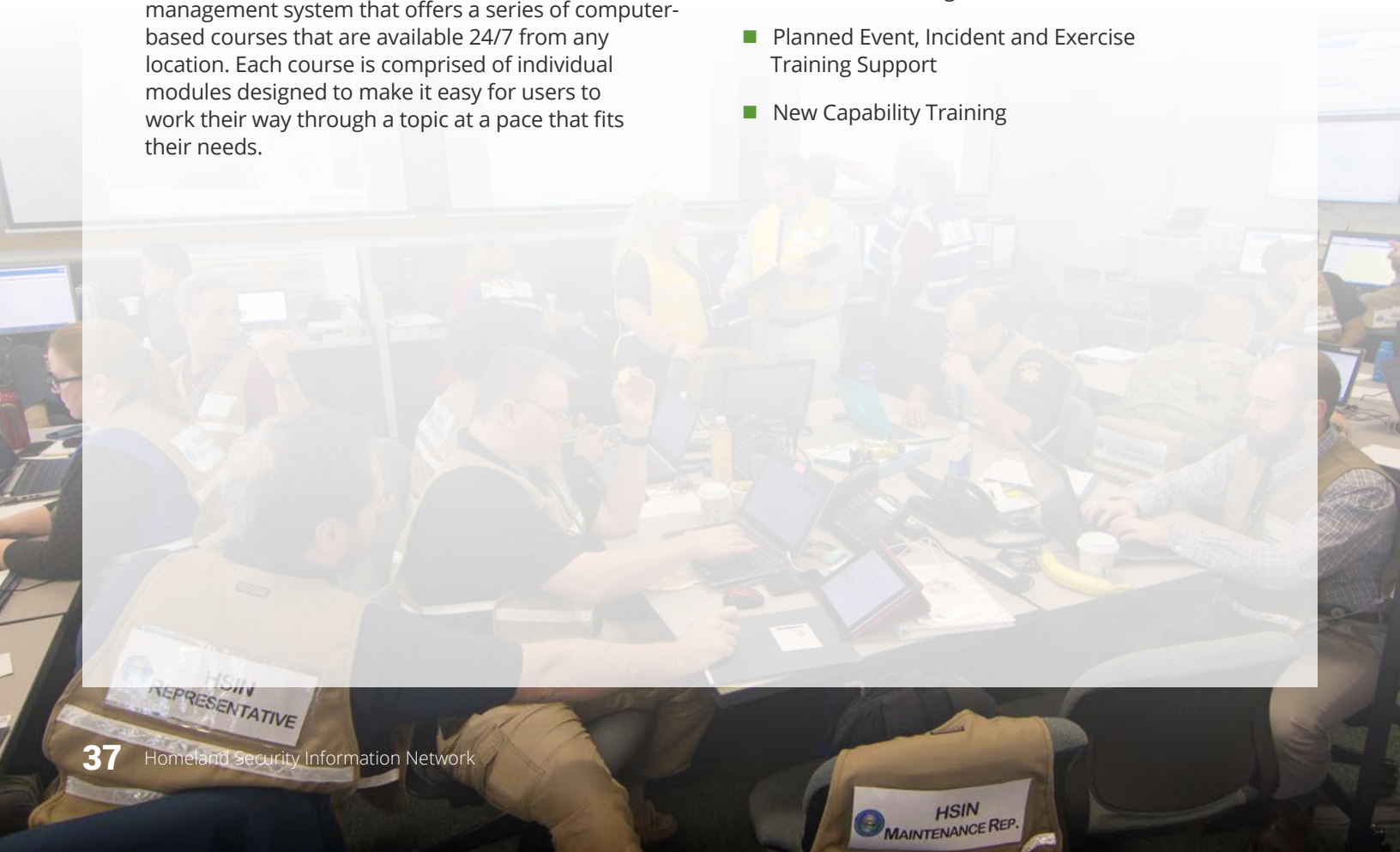
On-demand Training

HSIN Learn

HSIN Learn is a learning management system that includes a series of computer-based courses that provide on-demand training for new and seasoned users. Training options range from role-specific courses to the specific features and tools HSIN offers.

Through HSIN Learn, the HSIN Program supports:

- Job-focused, hands-on learning experiences that meet their requirements

- Pairing HSIN experts with community representatives to design courses that meet their needs

- Providing users an unbiased perspective regarding the strengths and limitations of HSIN tools

All on-demand, computer-based training courses available through HSIN Learn draw from the expertise of Mission Advocates and incorporate multiple points of view to provide in-depth training for every type of user. These courses make it easy for users to access the training they need, whenever they need it.

New Courses

In FY 2016, the HSIN Program launched new courses designed to meet the evolving needs of users and expanded HSIN capabilities. The Safeguarding Privacy Information course provides training and guidance on how to manage and protect Personally Identifiable Information (PII). The need to safeguard PII information is also covered in the HSIN Exchange training that is geared specifically to analysts and trains them on how to properly use HSIN Exchange to manage and support RFIs.
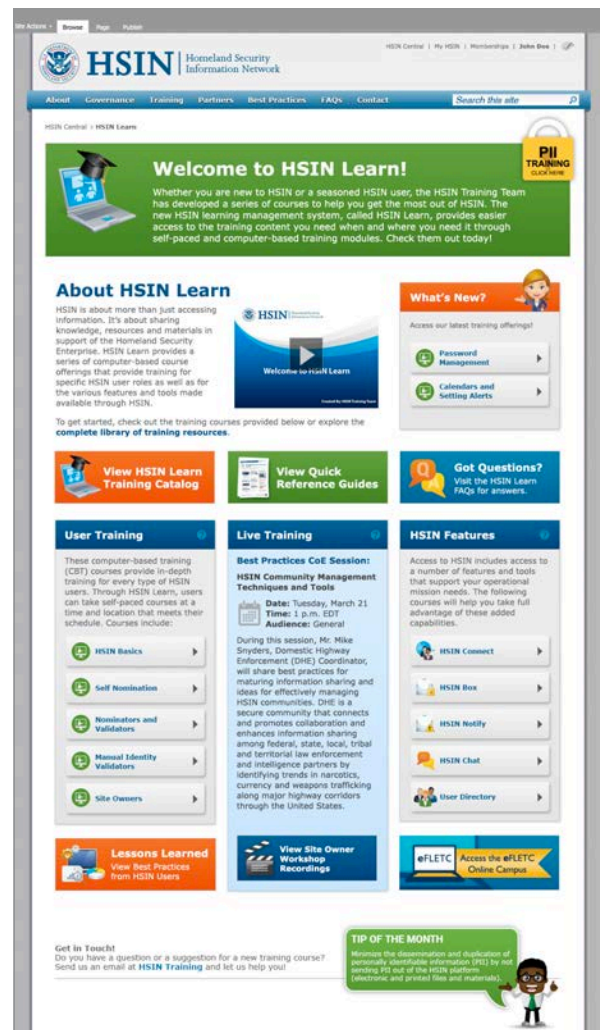
Best Practices Community of Excellence

In addition to standard training courses and materials, the HSIN team continually looks for ways to help HSIN users apply available capabilities to more effectively manage their communities. HSIN Best Practices Community of Excellence (CoE) sessions highlight important tools and techniques that help make HSIN communities more effective. These monthly sessions are designed to promote the use of best practices across HSIN communities. Each session typically presents multiple examples of how HSIN has been used to support stakeholders in various operational scenarios and real-world success stories.

CoE sessions use real-world examples that demonstrate how superior results can be achieved by applying methods and techniques that have a proven track record of success. These knowledge-sharing webinars raise the proficiency of HSIN users. FY 2016 sessions included the following topics:

- Emergency Management
- Using Alerts to Keep Your Community Informed
- Major Event Planning
- Using HSIN to Support Exercises
- Promoting Your HSIN Community
- Critical Infrastructure Information Sharing
- Maximizing the Use of HSIN Connect

National Governors' Association Meetings

Every year, governors from across the nation come together to develop innovative solutions and share best practices and ideas to improve state government. The 2016 National Governors' Association Summer Meeting was supported by the Iowa Department of Public Safety's Iowa Division of Intelligence, who used HSIN as a virtual command post for the entire event and provided the ability to share meeting agendas, provide suspicious incident updates and deliver other data in real-time, which supported active operational information sharing.

" [HSIN] gave us something that nothing else could, which is a common operating picture for our team leaders spread out across locations. With HSIN, we were able to know where every governor attending the NGA meeting was at any given time.

C.J. Noelck
Special Agent in Charge,
Department of Public Safety
Iowa Division of Intelligence

Operational Training

To support the operational needs of HSIN communities, Mission Advocates provide on-site and virtual training for end users on an as-needed basis. The subject matter expertise of HSIN Mission Advocates help users create a secure space for collaborative partnerships so that their community members can focus on the mission and easily access the information they need to get the job done.

HSIN training goes beyond the virtual classroom when HSIN Mission Advocates deliver customized training to end users to meet their specific needs. This training falls into three broad categories as described below, as well as on-site training provided during the National Fusion Center Association (NFCA) Annual Training Event.

Refresher Training

HSIN Mission Advocates provide refresher training to share best practices and lessons learned that enable stakeholders to achieve their mission needs using HSIN. As the program and user needs evolve, Mission Advocates spread the knowledge base of HSIN operations beyond just the HSIN Program Management Office. HSIN users often take advantage of training offered for multiple HSIN user roles. In FY 2016, Mission Advocates provided 435 refresher training sessions in a broad range of areas including:

- Nomination and Validation training for hundreds of community nominators and validators

- Site Administration and Configuration training for HSIN community managers

- HSIN Connect Administration support for stakeholders from mission areas such as law enforcement, emergency management, infrastructure protection, public health, intelligence and homeland defense

## Planned Event, Incident and Exercise Training Support

HSIN received a significant number of requests to support planned events in FY 2016, including spectator sporting events, mass gatherings and dignitary protection. HSIN is also frequently relied on for incident response across all mission areas and jurisdictions, and for exercises to prepare for events and incidents. This training provides a foundational

understanding of the benefits HSIN provides, as well as how it can be used to fill operational gaps in other information sharing platforms. In FY 2016, Mission Advocates provided 94 training sessions in support of planned events, incidents and exercises.

New Capability Training

In FY 2016, Mission Advocates provided 64 new capability training sessions:

- Request for Information (RFI) Training

- HSIN Exchange training and enrollment support to fusion centers

- Personal Identity Verification (PIV) Based Authentication training for HSIN end users

- Global distribution list training for HSIN Box for HSIN administrators

- Refresher Training
- Planned Event, Incident and Exercise Support Training (94)
- New Capability Training (64)

435
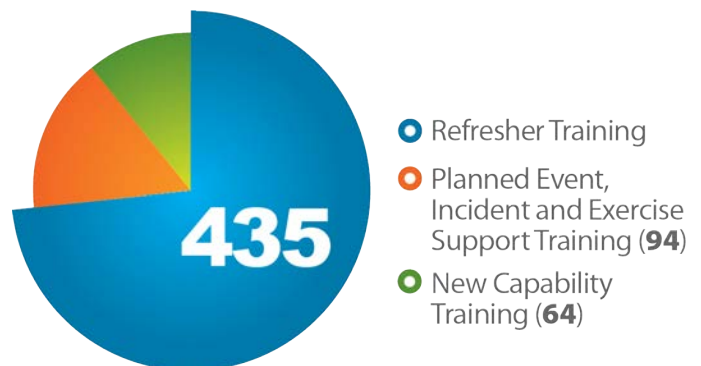
National Fusion Center Association Annual Training

At the NFCA Annual Training Event held October 25–27, 2016, in Alexandria, Virginia, Mission Advocates conducted training and fostered relationships with local, state and federal stakeholders from around the country. The training they conducted included Streamlining the RFI Process and Using the National Situational Awareness Room.

Kentucky Derby

During HSIN's sixth year of support for the Kentucky Derby, partners in the Louisville metro area expanded their use of the platform for operational support from day-of efforts to the entire two-week festival to collect crowd metrics and coordinate incident response. In addition to the ability to coordinate more closely with external partners, the Louisville Metro Police Department also relied on HSIN to share information with plain-clothes officers in the field without the need to rely on conspicuous radio communications.

> " Our officers were able to keep abreast of the latest incidents and operational information simply by looking at their phone. They could appear the same as everyone else in the crowd.

Lieutenant Tim Burkett
Special Operations Unit of the Louisville Metro Police Department

Looking Ahead

Building on an increase in user requests for more training, the HSIN Program plans to provide new and enhanced training opportunities in FY 2017 designed to drive growth in the user base. This new training will focus on planned service deployments, the expansion of smartcard sign-on and future password management roll-outs to help users understand and adopt these services.

While developing new courses, the HSIN Program will also continue efforts to enhance the self-sufficiency of HSIN users. HSIN remains focused on:

- Streamlining the development of training on new capabilities to rapidly acclimate users to new and enhanced HSIN services

- Using creative, engaging solutions like HSIN Learn and the Best Practices CoE to create more on demand, repeatable courses enabling users to save time and learn at their own pace whenever they need a refresher

- Identifying established Community Managers for train-the-trainer sessions to facilitate decentralization of HSIN training and increase ownership of site-specific operational training

- Providing system access and password reset options that users can manage themselves without requiring HSIN Help Desk support

Supporting User Needs

HSIN was created to provide homeland security mission operators the tools they need to do their jobs. As a user-driven program, HSIN creates solutions that help day-to-day operations and event support personnel meet their mission.

Working with Users to Set Requirements and Expectations

In FY 2016, the HSIN user support rate was continuously high, with the service operations center closing 99 percent of total open tickets. This year, user support requests increased by 28 percent, paralleled with the number of HSIN users. The HSIN Help Desk successfully managed this increase without adding any additional personnel.

HSIN Availability

The HSIN Service Operations team handles system availability and operational maintenance, and has kept HSIN's availability rate continuously high throughout FY 2016. Advanced scheduled system downtime for enhancements or security upgrades continues to be shared with users on a regular basis via HSIN publications and HSIN Central.
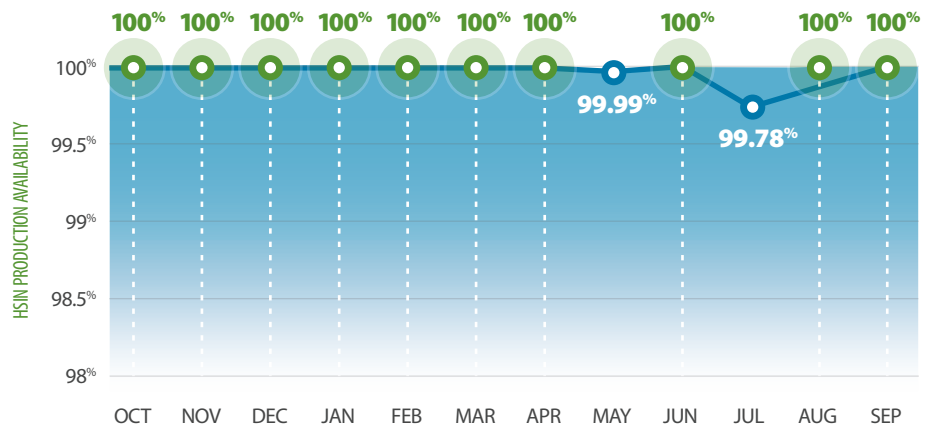
84th Annual Mayors Conference

In late June, the United States Conference of Mayors held its 84th annual meeting in Indianapolis. In addition to welcoming more than 200 mayors from around the country, the conference also hosted a number of high-profile speakers, including the Dalai Lama, Lady Gaga and others. Public safety officials from the Marion County Sheriffs' Department and the Indianapolis Metropolitan Police Department used HSIN to track incidents and enhance communication among regional operations centers, the bomb management center and onsite command posts.

" HSIN enabled valuable communications between our various locations and forward operating centers. We were able to focus our communications within our various teams while supporting overall situational awareness.

Commander Ted Fries
Homeland Security Bureau of the Indianapolis Metropolitan Police Department

HSIN Service Requests

In FY 2016, HSIN's user base increased considerably with the addition of **more than 16,000 new users**. With this increase, the need for assistance and problem resolution also increased. The HSIN Help Desk demonstrated efficiency and exceptional service, closing **99 percent** of all tickets opened, reducing the total number of open tickets maintained over time by 20 percent as compared to FY 2015. In addition, there was a steady decrease to the Average Speed to Answer (down 40 percent) during this year.
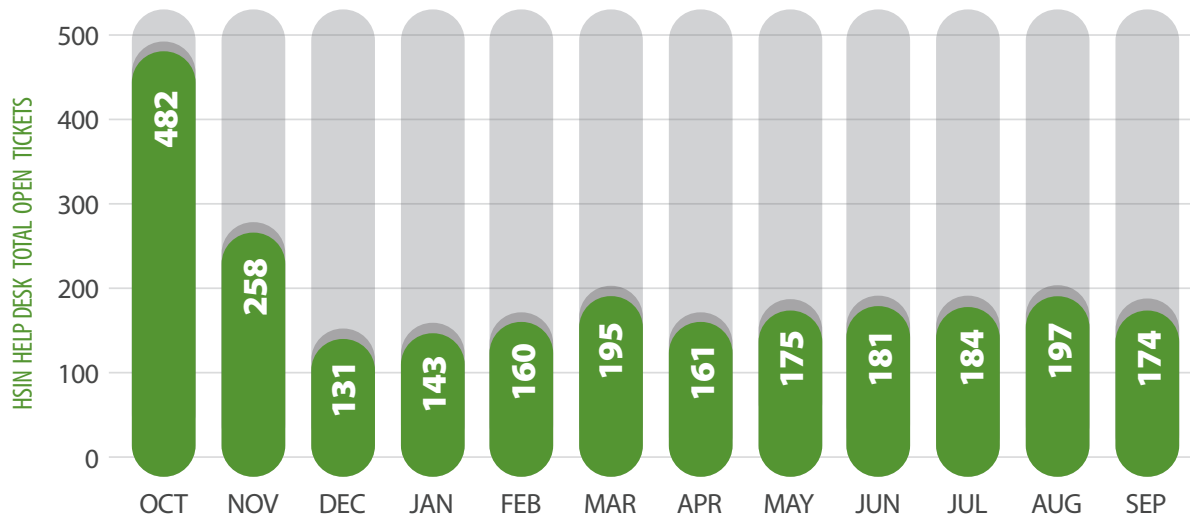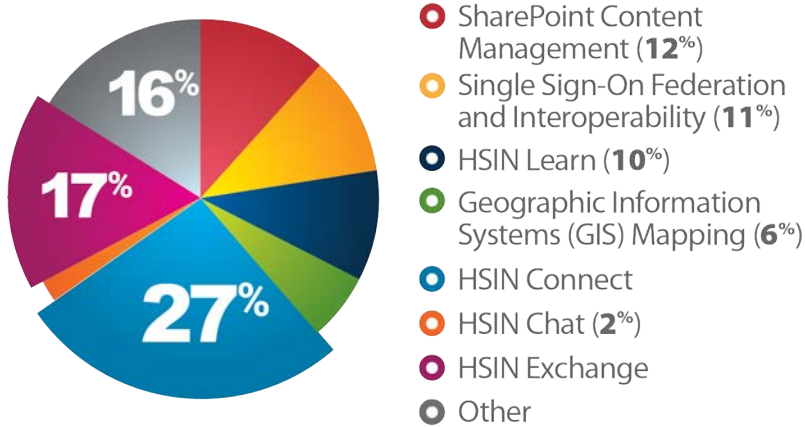

In accordance with standard industry practices, Help Desk tickets that cannot be resolved quickly are categorized as defects. In FY 2016, the HSIN Service Operations team reduced the number of outstanding defects by **49 percent**.
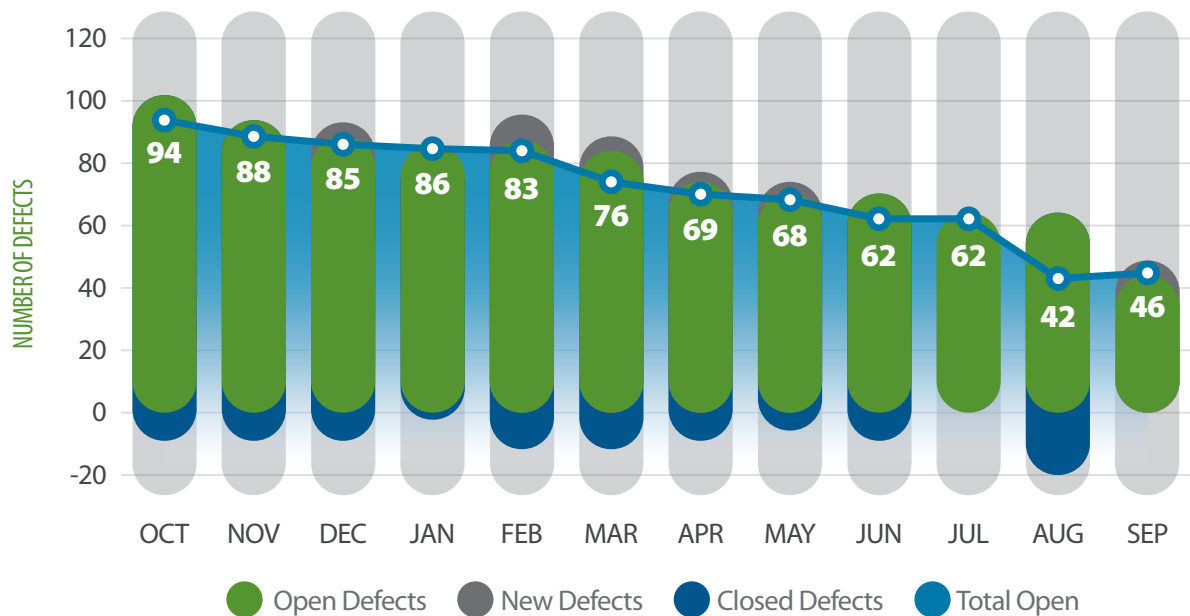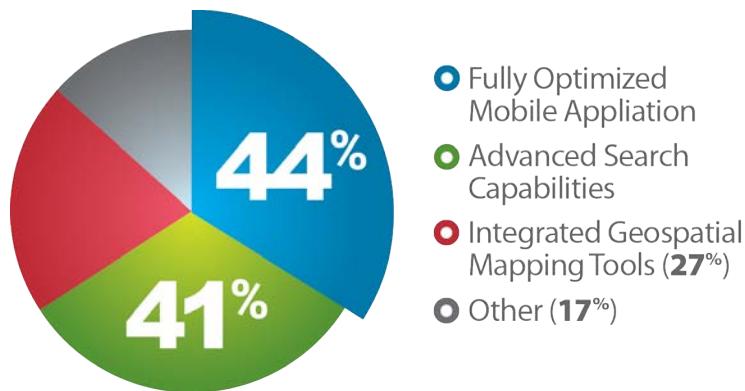
Features that Matter to Users

Users that took part in the HSIN Annual Assessment continued to choose HSIN Connect as the most used HSIN feature, with **27 percent** selecting it in FY 2016. Though HSIN Exchange was first introduced this year, it was identified as the second most used feature on HSIN.

- ○ SharePoint Content Management (**12**%)
- ○ Single Sign-On Federation and Interoperability (**11**%)
- ○ HSIN Learn (**10**%)
- ○ Geographic Information Systems (GIS) Mapping (**6**%)
- ○ HSIN Connect
- ○ HSIN Chat (**2**%)
- ○ HSIN Exchange
- ○ Other

In terms of what users would like to see added to HSIN, the majority of users identified a HSIN mobile application and advanced search capabilities as features that would be most likely to help them achieve their mission goals.

- ○ Fully Optimized Mobile Appliation
- ○ Advanced Search Capabilities
- ○ Integrated Geospatial Mapping Tools (**27**%)
- ○ Other (**17**%)

HSIN Tools

The features available through HSIN enable secure and efficient content management, collaboration, information sharing and operational support.

HSIN Chat
provides a secure environment for instant messaging.

HSIN Connect
is a robust web conferencing tool for real-time conferencing and collaboration.

HSIN Box
supports secure, direct communications with other HSIN users.

HSIN Learn
is a comprehensive, computer-based training solution.

HSIN Notify
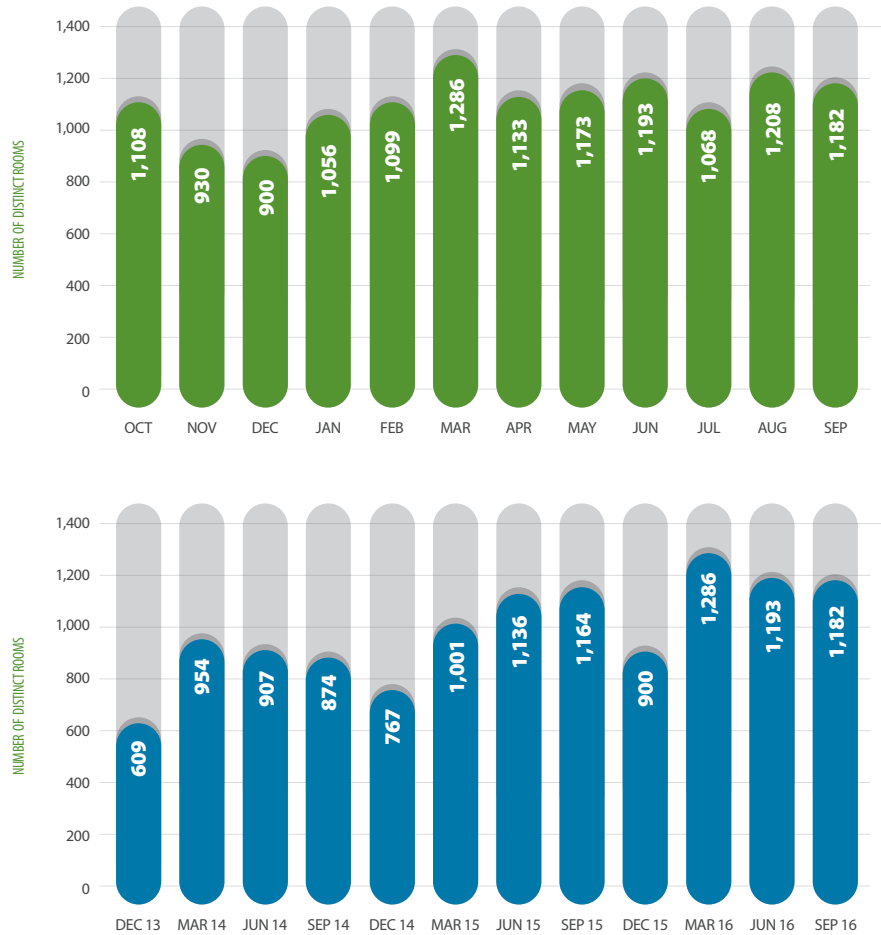enables instant communication with large groups at the speed of email.

HSIN Exchange
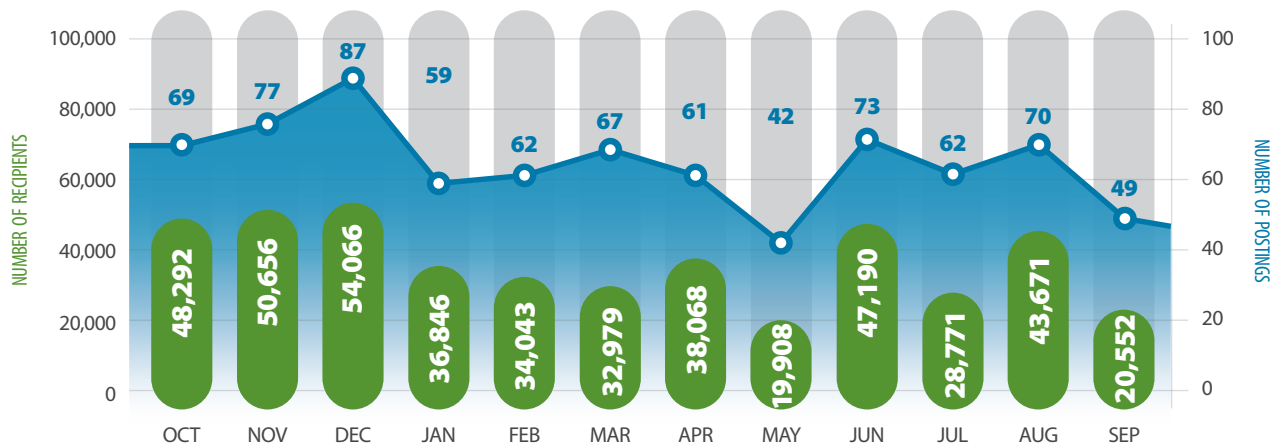offers a secure, streamlined RFI solution.

HSIN Connect

HSIN Connect provides the ability for users to host meetings, support multijurisdictional situational awareness and manage real-time information sharing and collaboration. Use of HSIN Connect increased by **31 percent** as compared to the previous year. HSIN Connect's versatility enables it to be deployed in a number of different capacities depending on situational needs and user requirements. Whether it is deployed by federal, state or local agencies, fusion centers, communities, or by individual users, HSIN Connect gives system users the ability to engage in large collaboration efforts and provides the support needed to carry out daily operations.

Over three years, the use of HSIN Connect increased by almost **48 percent**.

NUMBER OF DISTINCT ROOMS

OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
1,108	930	900	1,056	1,099	1,286	1,133	1,173	1,193	1,068	1,208	1,182

NUMBER OF DISTINCT ROOMS

DEC 13	MAR 14	JUN 14	SEP 14	DEC 14	MAR 15	JUN 15	SEP 15	DEC 15	MAR 16	JUN 16	SEP 16
609	954	907	874	767	1,001	1,136	1,164	900	1,286	1,193	1,182

HSIN Notify

HSIN Notify is used to create email distributions that are managed and maintained in the secure HSIN environment. This tool gives agencies the ability to send actionable, timely information to the right people without the security limitations of traditional email. Use of this capability by HSIN mission partners increased slightly in FY 2016 as compared to FY 2015.

NUMBER OF RECIPIENTS / NUMBER OF POSTINGS

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Recipients	48,292	50,656	54,066	36,846	34,043	32,979	38,068	19,908	47,190	28,771	43,671	20,552
Postings	69	77	87	59	62	67	61	42	73	62	70	49

Communicating with Users

The HSIN Program continuously works to update users with the latest information to support the most effective use of HSIN as well as its related tools, resources and successes.

Publications

The HSIN Program issues three regular newsletters to support the specific information needs of the program's governance body members, the technical insight required by HSIN community managers and the general operational awareness by regular HSIN users. In FY 2016, these publications were delivered via email on a bi-weekly and monthly basis.

HSIN Central

HSIN Central, the primary community all HSIN users have access to as soon as they log in, provides access to significant operational feature stories, the latest program announcements, training and other educational opportunities, as well as a calendar of upcoming events and service windows.

HSIN Videos

As a user driven program, the HSIN videos showcase a range of users, a diverse set of missions and scenarios, and present HSIN from the end-user point-of-view. From the benefits of HSIN Exchange and real-time information sharing, to the operational advantages gained in the areas of incident response, cyber security, daily operations, location coordination and special events, HSIN users share real-life operational examples and testimonials of how HSIN supports and helps them achieve their mission needs.

Looking Ahead

The HSIN Program will always be user-driven. As more users rely on HSIN to do their jobs, the program will continue to align goals and resources in order to best serve its users while continuing to build a foundation of trusted and secure information sharing tools for the homeland security enterprise.

Policy and Governance

HSIN's policy and governance is supported by a team of dedicated professionals who strive to build a culture and understanding of compliance across the complex and diverse missions of the homeland security enterprise. The HSIN policy and governance team ensures compliance with Departmental privacy requirements and governing principles integrated into the HSIN Program's daily operations. In FY 2016, the HSIN Program continued to execute its ongoing responsibility to ensure that all HSIN users understand the policy, security, and governance implications set forth by DHS.

Privacy Compliance

The HSIN team integrates privacy compliance into all HSIN Program operations by working jointly with the DHS Privacy Office to supervise and approve all DHS privacy compliance documentation, including HSIN Privacy Threshold Analyses (PTA), Privacy Impact Assessments and System of Records Notices. HSIN PTAs officially determine whether a system, program or technology is privacy sensitive, and ensure that all protocols and protections are in place to secure users' PII across the network.

The HSIN Program's partnership and early engagement with the DHS Privacy Office to establish, modify, and publish privacy compliance documentation demonstrates a mature privacy compliance framework. Highlights of the program's compliance throughout FY 2016, includes but are not limited to the following:

- **Over 20 PTAs Submitted for Network Enhancements and New Communities**
  In FY 2016, HSIN continued to establish information sharing relationships by means of federated access with new system partners. The program updated the Federated Partners Appendix to include EPIC, NPPD's IP Gateway and piloted the West Virginia pilot of the PIV-I capability for HSIN access.

  Working with the DHS Office of Privacy to ensure HSIN was abiding by all privacy compliance measures as the program moves to the cloud, the Cloud PTA was drafted and approved, and the PTA to support functionality of the HSIN User Directory was completed.

- **HSIN User Accounts: HSIN Enterprise Reporting Solution Privacy Impact Assessment (PIA) Update**
  The PIA update was developed, which outlines the privacy risks and mitigation strategies associated with replicating and retaining PII in the enterprise reporting solution for the creation of HSIN reports.

Whether it is for a new federation partner, a point of contact list on a community, or reporting application, the HSIN team keeps user information and data in the system safe and secure.

Governance
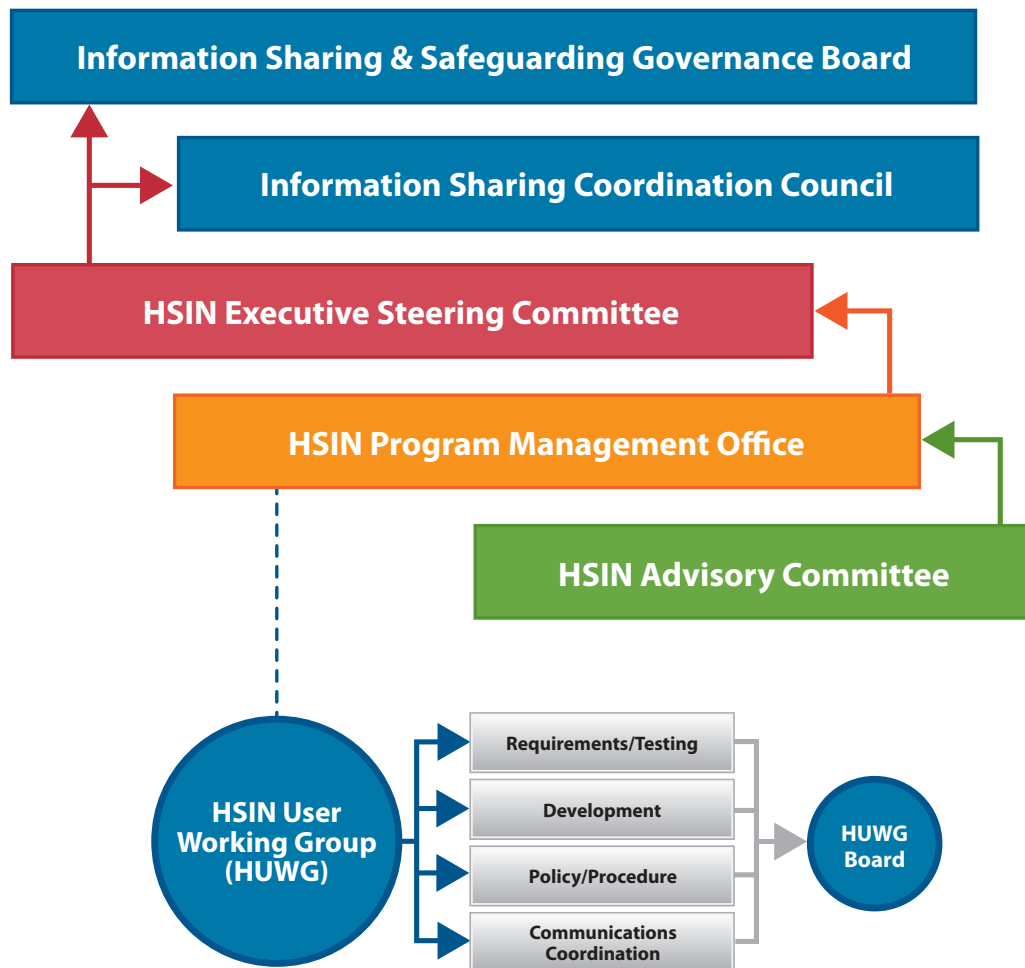
⬤ HSIN User Working Group

As a user-driven program, the HSIN User Working Group (HUWG) continues to be HSIN's primary governance body for the capture and oversight of user feedback. The HUWG and its subcommittees open dialogue with HSIN users, giving them the opportunity to share their unique experiences and insight with both the program and each other. HSIN users have a role in the development and validation of the requirements that drive HSIN, testing of new capabilities, development of new policies and procedures, and the recommendation and validation of messaging strategies and communication products.

In FY 2016, the HUWG Requirements and Testing subcommittee brought together key stakeholders to provide the program feedback on a key area of improvement, HSIN Exchange, the program's RFI tool. The HSIN Exchange sessions consisted of analysts and other fusion center personnel from across the country, as well as representatives from the TSC, Cyber Intelligence Network and the office of the Program Manager for the Information Sharing Environment, to provide the program direct feedback on how HSIN could provide an easy and transparent way to track and accurately report on RFIs managed by each fusion center individually and by the National Network of Fusion Centers as a whole. The HUWG Requirements and Testing subcommittee also met several times throughout FY 2016 to gather and validate users' functional requirements for two other major customer engagements, the Criminal Intelligence Enterprise Community and the NPPD NCCIC portal migration. Through sessions like these, HSIN is able to reach out to users and gather operational feedback to make daily operations more efficient and effective.

HSIN Advisory Committee

The HSIN Advisory Committee (HSINAC) is a discretionary advisory committee that provides advice and recommendations to the Secretary of Homeland Security on matters relating to HSIN. These matters include system requirements, operating policies, community organization, knowledge management, interoperability and federation with other systems, and any other aspect of HSIN that supports the operations of DHS and all its mission partners. The HSINAC held two meetings in FY 2016, a virtual session and an in-person meeting, at which time recommendations were developed and submitted to the Secretary. The members provided recommendations to the Secretary focusing on the near and long-term outlook for the HSIN Program, including program priority support when it migrates to the cloud environment, developing tools and features to increase information sharing effectiveness, and reinforcing HSIN as the target platform for information sharing by directing SBU information-sharing platforms within DHS and its components to consolidate on HSIN or to pursue single sign-on capabilities with HSIN.

HSINAC members are critical to HSIN's continued success as they are able to provide fresh, mission-specific guidance and ideas to the program that assist in the advancement of information sharing across the homeland security enterprise.

HSIN Executive Steering Committee

The mission of the Executive Steering Committee (ESC) is to provide effective governance, oversight and guidance to the HSIN Program Management Office to ensure that users' mission critical requirements are met accurately, on time and on budget. The ESC has a strong relationship with the Information Sharing and Safeguarding Governance Board (ISSGB). The ESC provides analytical support and makes recommendations to the ISSGB, and defers to the ISSGB or its leadership on information sharing policy and portfolio management issues.

Best Practices Community of Excellence

The Best Practices CoE was created to enable HSIN users to focus on their homeland security mission, fostering ideas to create solutions that utilize HSIN and build knowledge and experience with the confidence and support of the HSIN Program Management Office. Comprised of HSIN users who share their knowledge and best practices, the CoE delivers innovative ideas and continuous improvement as it relates to the use of HSIN. Best Practice sessions are held monthly, offering prime examples of HSIN's real world success stories to promote the use of best practices and to support stakeholders across HSIN communities from major event planning, maximizing use of HSIN tools and capabilities, to training.

Looking Ahead

In the coming year, the HSIN policy and governance team will continue to provide oversight and guidance to the program and its users in the areas of privacy, security and governance. Understanding that HSIN is constantly evolving and continually making technological advances to better serve its users, the policy and governance team will continue to be on the forefront of these advances to support the demands of the larger homeland security enterprise.

Privacy Compliance

The HSIN Program will continue its work with the DHS Privacy Office as the program advances its business intelligence offerings through the release of an enterprise wide reporting application and mature PII training protocols.

Governance

The work of the HSIN governance structure will continue to prove important in the decision-making processes of the HSIN Program Management Office in FY 2017. The variety of stakeholder representation that comprise all HSIN's governing bodies opens opportunities for growth within targeted mission areas and across DHS components.

Executive Steering Committee

The HSIN Program Management Office will continue to leverage the ESC for oversight and management, as well as prioritization of requirements to ensure that the program is building and implementing solutions that the components and representatives of the ESC believe will further mission goals. This promotes further guidance and feedback on issues and decisions from across the enterprise that will continue advancing HSIN as the department's designated platform for SBU information sharing.

HSIN Advisory Council

The focus for the HSINAC in FY 2017 will be the addition of new members and the implementation of the committee's recommendations to the Secretary. The HSINAC will welcome new members who will steer HSIN Program efforts and resources into areas that help meet the larger DHS Mission.

HSIN User Working Group

The HUWG is an essential component to ensure the program is meeting the needs of all users. HUWG membership consists of decision makers, managers, operators and analysts. It is vital to have input from all components of the HSIN Program to have open dialogue. This ensures the program is prioritizing development and validating requirements as users request more services, functionality and development projects.

Recommendations and the Year Ahead

A homeland that is safe, secure and resilient against threats is the DHS mission. As the trusted platform for SBU information sharing, HSIN aligns program goals to ensure focus remains on the mission needs of HSIN users. The achievements made in FY 2016 provide the building blocks for FY 2017 growth.

Plans for FY 2017

Achieve Growth

Achieve growth in service application and adoption and presence in critical mission areas

Objectives

- Secure resources for pilot program or to develop an enhancement for an existing program

- Expand with two Tribal partners

- Identify initiatives to expand usage within DHS

- Increase operational support engagements

Build and Enhance Services

Enhance current information sharing technology services offered to homeland security operators, while also developing and deploying new, innovative solutions aligned to achieve information sharing environment mission

Objectives

- Federate with new business partners

- Complete migration of HSIN infrastructure to the secure cloud

- Enhance geospatial offerings for customers

- Conduct pilot of reporting solution

Strengthen Delivery

Strengthen internal business and management functions to more effectively and efficiently deliver those services homeland security operators uniquely need to execute their mission

Objectives

- Implement Product Management approach

- Improve solutions engineering review through creation of Technical Review Board

- Implement continuous integration and continuous delivery processes

10 Years of the HSIN Program

After the events of 9/11, the nation recognized the need for better communication among federal, state and local partners. At the time, there was no mechanism for law enforcement, emergency responder, intelligence and critical infrastructure professionals to come together and share information in a centralized and trusted manner. The information exchange systems that grew out of this need evolved into the HSIN Program, fostering real-time collaboration among agencies and across jurisdictions. On January 9, 2006, after HSIN had proved itself as a means of communication between responding agencies during search and rescue operations in the aftermath of Hurricane Katrina, then Homeland Security Secretary Michael Chertoff designated HSIN as the primary system for operational information sharing and collaboration within DHS and among their security partners.

People-Centered Collaboration

Leveraging technology to enhance the free exchange of information is a vital component of national security, but it is the people that make the system successful. As a user-driven network, the HSIN Program relies on a team of dedicated professionals who work day in and day out with users from across the country to better understand their varied missions, ensuring that HSIN continues to meet the operational goals of all users.

"On HSIN, it doesn't matter whether you're an intelligence professional, first responder or member of law enforcement," explains Donna Roy, executive director for the DHS Information Sharing and Services Office. "What matters is that everyone is working towards the same objective. We spend a lot of time working with our users to understand their needs and make sure that HSIN provides them the ability to collaborate across organizational boundaries. This helps operations run more

smoothly and makes it easier to get the necessary information into the hands of the people that need it to get the job done."

Mission-Focused Tools

Throughout the past 10 years, HSIN has worked hand-in-hand with users to understand which capabilities would have the greatest impact on mission outcomes. During the Deepwater Horizon oil spill response effort, members of the HSIN team were embedded with users for six weeks across the Gulf Coast region to support real-time situational awareness and ongoing collaboration. The impact of that operation underscored the need for coordinated action and propelled the HSIN Program to where it is today.

"Over the past 10 years, we've seen the HSIN Program embrace best practices for deploying systems, grow and continuously adapt to meet the changing needs of our homeland security professionals," said Former DHS Chief Information Officer Luke McCormack. "I'm very proud of what HSIN has become and how the program continues to help federal, state, local, international, territorial, private sector and tribal partners work together to meet their mission."

Collaborative Response

As a network of trust for sensitive but unclassified information sharing, HSIN makes it possible for partners from all 56 states and territories to share information, identify trends and support a collaborative response effort.

In the words of Former Under Secretary for Intelligence and Analysis Francis X. Taylor, "Since 9/11, we really learned the lesson that counterterrorism in the United States of America is truly a team sport and that our 18,000 law enforcement and security organizations across this great nation all play on that team. What HSIN allows us to do is connect them in a way that we weren't able to do before."

As of FY 2016, HSIN has over 69,000 registered users, connecting public and private sector partners across disciplines and throughout the United States. As Donna Roy states, "When the community is connected, the country is safe."

> " In the past 10 years, the HSIN Program has transformed through the dedicated strategy of our leadership to put people and processes before technology. HSIN will never be just another service that's developed, and then remains untouched on a shelf. HSIN is a dynamic platform that adapts to users' needs as their priorities shift and expand. HSIN users know that they have the ability to increase collaboration, expand information sharing and support broad, multi-agency coalitions all while those same users face shrinking budgets. With HSIN, industry leaders recognize that they're getting the best possible identity and access management and expert security available, and their users know that they're able to access the broadest base of information possible to perform their daily operations, prepare for major events and respond in real-time to any threat they face.

Jim Lanoue
Program Manager, HSIN

A Brief Look at
HSIN History

December 2002
First implementation: the Joint Regional Information Exchange System (JRIES), which was a grassroots' collaboration between the Defense Intelligence Agency and law enforcement agencies

September 2003
JRIES transferred to DHS

February 24, 2004
DHS announced the expansion of JRIES and renamed it HSIN

August 2005
Hurricane Katrina
HSIN provided gap communications when 911 system went down; approx. 20,000 calls were handled through the use of HSIN

2006

October
DHS Under Secretary for Management directed a consolidation of duplicative DHS portal investments and designated HSIN as the target SBU portal platform

2007

January 9
DHS Secretary Michael Chertoff designated HSIN as the primary system for operational information sharing and collaboration within DHS and all of its partners

2008

August 25–September 8
Hurricane Gustav
State, Federal agencies and Defense turn to HSIN during 2008 hurricanes

2009

March 22
HSIN supports situational awareness during Rescue of Alaska Ranger Crew Members off the Aleutian Islands

April
H1N1 Pandemic
300 percent spike in HSIN usage during preparedness efforts after the announcement of the outbreak; 400 percent increase in private sector usage after outbreak
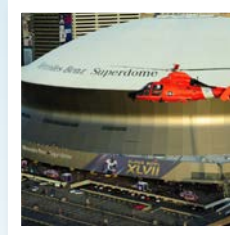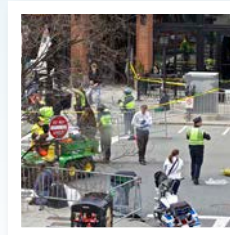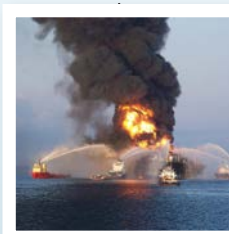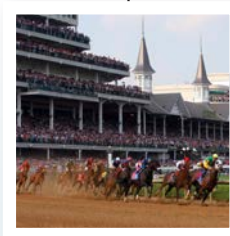
October
HSIN Next Gen shuts down

2010

January 20
Presidential Inauguration
HSIN boosts security at Inauguration by connecting State, Local and Federal Partners

May
HSIN supports the Kentucky Derby

May 2–June 26
Deepwater Horizon Oil Spill
HSIN deployed in the Gulf as part of the response effort

2011

2012

January
Presidential Inauguration
HSIN stands up the National Situational Awareness Room (SitRoom)

February
HSIN supports Super Bowl XLVII (New Orleans)

April
HSIN supports situational awareness during aftermath of Boston Marathon Bombing

2013

Fall–Summer
Transition to HSIN R3 platform

May
HSIN Box introduced —a secure alternative to email, letting you exchange sensitive information without ever leaving the secure HSIN platform
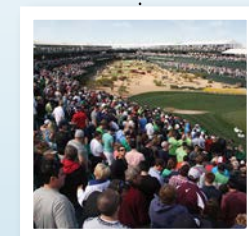
August
Migration Concluded
HSIN Legacy decommissioned, HSIN R3 is fully operational

August
TSC joins HSIN

2014

February
HSIN federates with RISS

July 10–14
Annual National Governors Association Conference: HSIN helps provide situational awareness

October
Fusion centers launch Cyber Intelligence Network and CINAware on HSIN

August
HSIN wins *2013 Outstanding Information Technology Achievement in Government* award from Government Computing News

2015

April
HSIN welcomes Criminal Intelligence Enterprise community

May
HSIN supports situational awareness and response efforts during and after Typhoon Dolphin

August 21
HSIN tops 50,000 users

September
HSIN federates with TRIP*wire*

September
HSIN supports Papal visit

October
HSIN federates with LEEP

November
HSIN Exchange Pilot

January–February
HSIN supports NFL Pro Bowl, Super Bowl 50 and Phoenix Open